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# Political Science

## Social, Economic and Political Implications of Nuclear Power Plant in Bangladesh

**Ridoan Karim, Md. Ershadul Karim, Abu Bakar Bin Munir, MD Shah Newaz**

Faculty of Business and Accountancy, University of Malaya, Malaysia.

saminewaz@gmail.com

### Abstract

Whether a global nuclear renaissance will usher or sustain, the affair hinges on a myriad of the socio-political and economic factors. In one hand, the consistent rise in the prices of oil, coal, fossil fuels and on the other, the lack of natural gas reserves has indicated the struggle of Bangladesh for energy demand, which is eventually going to persist in future. Consequently, due to the scarcity of oil and natural gas resource, nuclear energy surfaces as a palatable strategic option for Bangladesh's future development agenda. However, a successful nuclear power program entails an extensive infrastructure. The control of nuclear energy is one of the prime concerns of science, industry, and politics. Henceforth, emancipating these issues, the paper will analyse the social and political implications regarding the incorporation of nuclear power plant in Bangladesh. The study of this paper is based on secondary sources where a qualitative research is conducted to analyse the socio, political and economic issues relating to the nuclear energy generation in Bangladesh. The study combines doctrinal and comparative socio-legal analysis. Consequently, one of the prime researches of the paper will skirt around the topic related to the public awareness and embroilment of such nuclear energy development in Bangladesh. The paper recommends Bangladesh to adopt a comprehensive energy law that should be realigned to consider noteworthy emphasis on sustainability, developing technical, financial and institutional constraints, and promoting public awareness and involvement associated with the generation of nuclear energy.

**Keywords:** Reactor safety, Nuclear waste treatment, Nuclear Regulation, Public acceptance

### Introduction

Nuclear energy has emerged as an issue of global and local importance, propelled in large part by increased costs of fossil fuels, rising energy needs, concerns over inefficiencies in the energy mix, security of energy supply, climate change, its cleanness as less carbon polluting than fossil fuels, raw material availability, technicians and scientist's interests etc. Nuclear power supplies a large amount of the world's electricity needs. Likewise, the case Bangladesh is no exception.

The consistent rise in prices of oil, coal, fossil fuels and the lack of natural gas reserves has meant that Bangladesh's struggle for energy demand is going to persist in future. The environmental impact of this phenomenon should not be discounted either (Qvist & Brook, 2015). Under these circumstances, nuclear energy is an attractive strategic option for the Bangladesh government. This reflected in the government's decision to construct nuclear power plants to stimulate the ongoing economic growth and meet consumer and industry demands. Thus, Bangladesh has undertaken serious initiatives to commence nuclear power plants to mitigate the ever-surging power demands in one of the sprinting economies in the world.

The objective of the paper is to analyse the social, regulatory, economic and political practices of the countries which have a long experience in nuclear energy production and to recommend the government of Bangladesh to adopt some of them. The paper recommends Bangladesh to adopt a comprehensive energy law that should be realigned to consider more noteworthy

emphasis on sustainability. Bangladesh also needs such a comprehensive atomic energy law in order to strengthen nuclear safety laws. The nuclear energy production cannot bring development if government of Bangladesh cannot possess solid state inclusion in managing monetary advancement, centralization of national energy planning, efforts to connect innovative advance to a national rejuvenation, impact of technocratic philosophy on approach choices, subordination of difficulties to political hegemony, and paltry scale of civic activism in the country. In sum, it is high time for Bangladesh to take all necessary steps that can assure a safe, sustainable and efficient nuclear energy production.

### **Prospects and Challenges of Nuclear Energy in Bangladesh**

While Bangladesh has been known worldwide as an agriculture-based economy that frequently combats natural disasters, it has undergone significant industrialization in the past two decades. The proportion of heavy industries' contribution to the gross domestic product bears testimony to that. Thus, it is hardly surprising that Bangladesh's policy makers have connected the increase of power generation to raise the GDP growth. The greatest ratio behind the nuclear power production is the prospect of minuscule input to produce an immense amount of power. The first batch of these projects, Ruppur (located in Pabna district) (M. A. Haque & Rahman, 2010), is a joint collaborative effort with Russia's state-based Nuclear Energy Corporation (Rosatom).

### **Prospects**

Amidst the renewable sources of power, Nuclear energy turns out to be much of a lucrative pick within the wellspring of energy. And as we speak, this sheer power-source cater to 4.8% of this planet's call for energy and 9.7% of the Organization for Economic Co-operation and Development's (OCED) energy requisite (Hariharan, 2011). Be that as it may, the quest persists on how reliable the nuclear energy is in contrast with the alternative wellsprings of energy, for instance, hydroelectric & photovoltaics pertain to environmental and safety matters, economic viability, and keeping the future frame of mind.

This comparison is difficult to make since an extensive number of variables are related with these energy technologies. To cite an instance, location is one such vital factor. To exemplify, wind turbines demand powerful gust of wind and vast flat stretches of land, photovoltaics operate in optimum within territories drawing sunlight year-round, and hydroelectric power needs huge fast-streaming water-ways (Nicholson, 2012). Again, to avail the supply of conventional fossil-fuel is a crucial factor as well since its transportation can be quite pricey. To exemplify, France generates 80% of their total electricity by using nuclear power plants as they virtually have zero natural fossil fuels (Olah, 2005).

Nonetheless, the cost of nuclear energy is critical to pin, which again relies on numerous factors. While putting coal, gas, and oil in comparison with nuclear energy, by and far, the former turns out to be an expensive alternative (Grubler, 2004). The strength of nuclear energy is its colossal steadfastness of 'Price' since fuel represents only 31 percent of production costs (Yetiv, 2004). Fuel costs soar up to 80 to 90 percent when electricity is generated by consuming coal or natural gas (Yetiv, 2004). This makes fossil-fuel plants electricity production exceedingly sensitive due to price-fluctuations in coal & gas.

Nuclear Energy's appeal sprawls in vast quantities, for example, its "cleanliness" (environment-friendly), enormous fuel energy density and inexpensive transportation. Moreover, the technology underpinning nuclear energy is highly- advanced than that of photovoltaics, for instance, the technology which is still a work in progress since energy efficiencies have improved. Consequently, a rapid increment in energy supplied was prompted by nuclear power plants since

the 1970s.

However, evolution has backed off because of escalating expenses from financing challenges, increased safety regulations, and prices of competitive technology. Many experts believe that nuclear energy's future growth is, and more importantly should be, limited (Lior, 2008). Countries tagged-developing (rapidly), such as India and China, where mounting expenses are not much of an issue since capital & financing costs are much lower than that of in the US. Therefore, as nuclear energy may have a stifled future in developed countries, it might have a market in less-developed countries (LDC).

In cases, where the energy management is not efficient and the lack of natural gas reserve is still an unresolved challenge, nuclear energy itself is a very prospective option for Bangladesh. Despite enthusiasm at the state's administrative level, some resistances exist in the implementation of nuclear power plants, especially in the form of negative perception and attitude held by certain quarters of the population and intellectual crowd. However, some experts contend that such negative mindset may be overcome in a relatively small amount of time once the public grows tired of the rising fuel cost (Sovacool & Valentine, 2010). This is bolstered by the fact that Bangladesh Government has been actively, on an incremental basis, raising the power prices since 2010-2011 (Kabir, 2011). However, for substantial progress to take place in the nuclear power attainment, many obstacles would have to be surmounted (Kessides, 2012). These barriers can be classified, in broad terms, based on technical, financial, and institutional constraints. It is also inevitable that amplifying nuclear power as a source of electricity is the optimal choice for the developing countries like Bangladesh.

### **Challenges**

One of the fundamental points concerning immediate interest for the nuclear energy-active countries will be the preparation and accessibility of qualified staff to meet the overwhelming needs of the proceeding and extending programs. In any case, the 'human resource advancement' needs to incorporate every one of the issues that influence human execution, for example, initiative, administration frameworks, working society, nuclear information administration, and individual states of mind. Specifically, for the Bangladeshi landscape, it is imperative that a fruitful atomic power program requires a broad framework. This incorporates nuclear establishments, facilities, investigate associations, administrative facilities, government divisions with atomic skill, and instructive organizations with the suitable nuclear preparing programs.

Moreover, political stability has been an ever-present predicament since Bangladesh's inception, which impedes not just the nuclear power plant projects but also economic development and industrialization process in general. In addition, the high initial costs of embarking a nuclear power plant project reverses the tepid public attitude towards nuclear energy, convincing them of safety of such projects, building a workable nuclear energy law, and developing capable human resources to operate such projects are matters of concern as well.

Environmental experts also underline the need for emphasizing sustainability and safety regulations to prevent unwanted blowback in the event of disasters (Wildermuth, 2011). The safety and security of the new nuclear establishment specifically rely on how Bangladesh government manages to protect, exchange and further develop nuclear information and knowledge inherited from the countries which have experience in nuclear power plants, such as United States of America, Russia, China, and Japan. It is necessary for Bangladesh to broaden the discourse on two focal issues of nuclear education administration which are progression arranging and nuclear data conservation. The upcoming generation of operators, programmers,

physicists, engineers and other relevant work-personnel must be equipped for applying, controlling, and advance creating nuclear innovations in Bangladesh.

Scholars always contended that it's not the disastrous event, rather the regulatory ineptitude added to the most noticeably bad nuclear calamity since Chernobyl had clarified how the comfortable connection dispatch among the administration, controllers, and nuclear administrators is the prime explanation behind debacle (Wang, Chen, & Yi-chong, 2013). A successful nuclear power program requires an extensive infrastructure (Jewell, 2011). It is a question of fact that whether Bangladesh, still known as a developing country, can build the infrastructure which eventually secure the safety concern of the nuclear power plant. Building infrastructure includes nuclear installations (Jewell, 2011), facilities, research organizations (Yanev, 2013), regulatory agencies, government departments with nuclear expertise (Yanev, 2013), and educational institutions with the appropriate nuclear training programs.

### **Recommendations for Nuclear Power Plant in Bangladesh**

A gradually developing economy keen on procuring its first Nuclear Power Plant regularly does not have the vital legitimate and administrative structure to guarantee appropriate outline, development and safe operation of its nuclear workplace (Echavarri, 2007). The outcomes of failure of an atomic facility can go well past its national limits, one just can't let the administrator of such a facility to manage itself (La Porte & Thomas, 1995). Then again, it is not ingenious to request that an emerging nation set up an absolutely autonomous administrative body to screen its first NPP (M. M. Haque, Islam, & Zulquarnain, 2009). The trade-off, which is frequently made is to set up a different gathering inside the nuclear experts to execute the administrative viewpoints.

### **Creating a Comprehensive Legal and Regulatory System**

The only law regarding nuclear power project is the *Nuclear Power Plant Act 2015* which sets up the Nuclear Power Company of Bangladesh (NPCB) to run the plant, though the ownership remains with the Atomic Energy Commission (BAEC). However, the law does not contain any provisions for the consequences of any nuclear power plant disaster. Bangladesh needs a comprehensive law on nuclear power production which is necessary in order to guide the future safe energy production. The government should make clear policies to address the impact of nuclear safety regulations and liability rules. The liability rules must address channeling of liability through the nuclear plant operator, raise the general issue of the optimality of mandating or even allowing, transfers of liability from one agent to another as part of a set of liability rules.

At present, Nuclear Safety and Radiation Control Division (NSRCD) is working as the regulatory wing of Bangladesh Atomic Energy Commission (BAEC). There is a plan to form an independent regulatory body. A new act has already been submitted to the Government entitled "Bangladesh Atomic Energy Regulatory Authority-06" with a view to establishing a suitable organization having the adequate independence to meet the IAEA/National obligations for ensuring nuclear safety and radiation control in the country. For the most part, the common law of torts decides the common risk for most accident related expenses (Trebilcock & Winter, 1997). Be that as it may, for accidents occurring at nuclear power plants, statutes in numerous nations extremely limit the utilization of tort law (Faure, 1995). In this way, we urge the Bangladeshi Government and the competent administration to assess the monetary impacts of these constraints, looking at the security motivating forces under the current laws to venture a realistic risk estimation. It cannot be denied that upgrading and strengthening a nuclear regulatory system is not optional but imperative to prevent any disaster relating to the nuclear power plant.

Accordingly, Bangladesh also needs a comprehensive “Atomic Energy Law” (Cohen, 1979) to strengthen nuclear safety laws and to establish a nuclear safety fund in order to provide adequate compensation during the event of an accident. Such laws should also provide optimal liability scheme for the Government of Bangladesh which expounds the following topical challenges: full strict liability for the operator; (Trebilcock & Winter, 1997) joint and several liabilities with upstream suppliers (Trebilcock & Winter, 1997), the upstream suppliers' liability (Hewitt, 2008) being restricted to a negligence standard; (Hariharan, 2011) mandatory liability insurance (Hariharan, 2011) to be provided by the market to some extent, and above this amount by the government. As the tort law does not exist in a legal form in Bangladesh, such regulations must also describe the role played by criminal law in ascribing meaning to people's actions on and after the events of any disaster which might happen due to the negligence of the government or the operator.

### **Need for Public Awareness & Involvement**

Moreover, the Government of Bangladesh ought to likewise clarify explanations on their methodologies towards the most imperative focuses identifying with the nuclear power plant, for example, radiological assurance of laborers, radiological insurance of open, radioactive waste administration and ecological radiological examination. Open mindfulness and contribution are likewise rudimentary before setting up the nuclear power plant. Though exceptionally progressed and refined new reactors may decrease perils in light of "characteristic" security features, for instance, "latently sheltered" measures made by the era III reactor, we assume that any country that does not give genuine straightforwardness and enable open commitment with respect to atomic issues ought to never use atomic vitality. Along these lines, the Government of Bangladesh should contribute convincing consideration work to keep up open responsibility. It should be yielded that atomic expert expansion is in the meantime social, political, and financial, and along these lines, the Government of Bangladesh should take the perspectives of masters in different fields before totally chipping away at the nuclear power era.

In spite of satisfactory access to assets, able labor and coordination, developed (affluent) nations like Germany, Switzerland, and Italy have understood that atomic power era dangers are inadmissibly high. In this manner, it is not legitimate to proceed with the atomic vitality alternative in spite of its indicated benefits. Moreover, other vitality sources like sustainable sources posture less threat and look good for these progressed countries– both physically and in addition financially. Besides, as of late, two planned atomic power plants with help from Russia and Japan have been rejected by Vietnam and the prime reason referred to the cancelation is vital threat to the earth. Despite the fact that the two plants guaranteed to slake the vitality emergency that Vietnam confronts, it was in the long run chosen that the cons far exceed the masters. The cancelation of these two plants supported by Russian state-claimed ROSATOM and a Japanese consortium should be fit for producing 4000MW worth of energy. Had they been introduced, they would have been the biggest atomic power plants in South East Asia. In any case, atomic power alternative is one the best activity to take care of the vast energy demand for any monetarily creating nation like Bangladesh. Subsequently, it is the perfect time for the administration of Bangladesh to make all the vital strides in setting up the atomic power plant securely and proficiently.

Moreover, other than these huge steps, the organization of Bangladesh ought to moreover have strong state commitment in controlling fiscal change, centralization of national vitality masterminding, endeavours to interface imaginative advances to a national restoration, effect of technocratic conviction framework on course of action decisions, subordination of troubles to

political administration, and low levels of urban activism which are convincing components in supporting the augmentation of atomic power. The article recognizes that a level of unsteadiness weaving machines whether these propositions are followed in bracing legitimate and administrative structure in Bangladesh for the atomic power plant.

## **Conclusion**

Bangladesh has distinguished atomic power as a piece of sustainable energy framework. Usage of Ruppur NPP is a piece of energy security plan of Bangladesh and development of 2000 MW atomic limit has turned into an integral piece of the 'Vision 2021' (Akbar, 2012) of Bangladesh Government. Pragmatic strides towards setting up national atomic power framework for building "Ruppur NPP" by 2020 have as of now been taken and along these lines, the government ought to consider for building up an instrument of coordination among Bangladesh, the recognized enterprises, and IAEA (Akbar, 2012). After a large portion of a century of fruitful advancement, experiencing superb achievement and eagerness and indistinct feedback, nuclear power has made a substantial commitment to human advancement. No other energy innovation has such an across the board widespread demand, spanning from nuclear material science, physical sciences, chemistry, biology, medicine, and other disciplines like software engineering, psychiatry, or pharmacy. The education to utilize atomic innovation has been aggregated amid the most recent fifty years and must be managed promote irrespective of the part nuclear energy will play in the 21st century onwards. The safety and security of the presently existing nuclear establishments and particularly the new ones that are being manufactured and anticipated that would be inherent in the creating scene, which will frankly rely on how countries, governments, and regional powers learn to implement, design, safeguard, exchange and further develop nuclear learning and talent around the world.

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## **Public sector governance and service delivery in Nigeria: Issues and challenges**

**Ochala Mark & Ruslan bin Zainuddin**

Department of Public Administration, Ghazali Shafie Graduate School of Government,  
Universiti Utara Malaysia.

Email of corresponding author: markochala@yahoo.co.uk

### **Abstract**

This paper explore the propensity of the Nigerian public service to adequately manage public affairs. The paper focus on the significance of public service delivery to the citizens in a manner that will enhance or improve service delivery to the generality of the masses, in a civilian administration in Nigeria. The paper uncovered that government reform introduced to improve service delivery have not been yielding any positive result. Why this persistence failure is as a result of reform of public service delivery called SERVICOM to achieve its objectives. This is can be traceable to lack of political will on the part of government and the governed. Therefore, limiting its operations. The paper advocate that SERVICOM should gained a wide publicity, proper coordination, given it a “legal backing” to make it efficient and effective.

**Keywords:** service delivery, servicom, military regime, public service reform, civilian administration

### **Introduction**

There is no doubt that the public service of any country be it developing or developed country serve as an avenue where government policies and programmes are articulated. Meaning that it is the machinery through which public policies are formulated and implemented. The primary motive of a public bureaucracy is the concerned with public administration, therefore the management of public affairs rests on it (Oyedele, 2015). However, public service aid in transformation of both social and economic development.

The major problem confronting government of a developing country, Nigeria inclusive is hinged on the ability of the public service to properly improve the welfare of its citizens. This happens as a result of government trying to fulfil her social responsibility by delivery of public goods at a reduce cost, through public service, most especially in this era of economy crisis and globalization (Woods, 2006) in his book titled the globalisers opined that “IMF, the World Bank, and their borrowers, were presenting globalization as a panacea to the problem of public service delivery in the Third World countries. Again, it was said that they were doing that not out of pure economic motive rather it was politically influenced (p.3). Notwithstanding, the effort of public service of Nigeria collaborating with NGOs in terms of resources utilization and to ensure prompt and quality service delivery had always been worrisome over the years. This persistence increase in number of far-reaching reforms on repositioning the public service and aimed at improving its performance has become a mere dream without actualization since the inception of civilian administration in Nigeria.

At this point, it is pertinent to bring to bear that Nigeria public service is the engine room of government and the most critical instrument of the modern state and its profitability has been put to test by series of governmental policies such as socio-economic, structural and political transformation, reference to the previous leadership in this country. To be factual, during the military regime the country embarked on series of reforms yet the efficient and effective service delivery is challenged (Anazodo, Okoye and Chukwuemeka, 2012). Again, under this present administration a number of strategies and measures has been put in place to improve the delivery of the services to the people. However, it is not glaring if this effort at reforming the service can translate into a meaniful development. One aspect of the strategies aiming at improving service delivery is SERVICOM.

The main thrust of this paper is on SERVICOM and public service delivery in Nigeria. The first section deals with the significances of Public Service Delivery to the citizens of any country. The second section looked at the public service reforms in Nigeria, considering the military regime and the civilian administration. The third section reviews the state of public service delivery in Nigeria. Lastly, the conclusion.

### **The Significance of Public Service Delivery**

Going by the recent economy situation of Nigeria and other developing countries of the world, the government is under obligation for the maintenance of stability and promotion of economic and social development. More so, Nigerians are faced with high cost of living and other economic conditions that made the citizens to be too demanding, government agencies are been mandated to the realization of this goals. With this, the public service of any country is regarded as the engine room, and life-wire of the state.

Ademolekun (1983) sees civil service as “the body of permanent officials appointed to assist the political executive in formulating and implementing governmental policies.” In the same vein, civil service is an avenue through which government of both the federal, state or local government are administered (Agbodike & Osawe, 2015).

Looking at the public service worldwide the functions cannot be underestimated this includes; Provision of social amenities to the people. A good example of such services are education, health, supply of water, housing, transport and communications and so on. As stated above, the public service is the veritable instrument of government use for the implementation of both the policies and decisions making of government either in a developed or developing nations. It must be recognized by the ruling authority that the primary motive of government is to deliver prompt service, and efficient and quality services to its citizens at a reduced cost.

The significance of public service delivery to the citizens of any country, and the need to effectively deliver this kind of service cannot be overlooked. That is why the need to access this service by the citizens of a particular country is demanding. Therefore, government is faced with the challenges of providing basic public services to the people as at when due. However, over time the menace of service failure surfaced especially within the developing countries of the world. Nevertheless, this has become the concern of many developing countries of the world, Nigeria inclusive. How to effectively address this challenge, in light of this, it has become the necessity of government of every developing nations to involve citizens participation in decision making on how public services are provided (Oluwu, 2008).

### **A Comparative Study of Public Service Reforms under the Military Regime and Civilian Administration in Nigeria**

Comparing the reforms of public service carried out during the military regime and that of civilian administration in Nigeria. The civilian administration witnessed comprehensive reforms of public service because reforms made were subjected to legislative proceeding of the national assembly and coupled with the directives from the office of the president. Also, within this period a lot of committees were constituted and most of the committee were named after the person that brought them a good example of such committee Oransaye's and Fike reports and others (Okorie & Stella, 2014).

In military regime, most of the reforms carryout were characterised with the capitalist whose interest is in what they can gain rather than to provide for the citizens. According to Cornelius, Okorie and Sunday (2014) opined that reforms in civilian administration in Nigeria has been influenced by the workers or the representatives. In most cases, the reforms done attract in peace-meal, not without criticism and political interference (Finer, 1941; in Ademolekun 1993; Eme, Innocent & Ugwu 2011). But Debie (2003) and Ademolekun (1993) are of the same view that during the military regime, public service reforms were being described as ineffective and possess low morale. While the civilian administration was characterised by ethnicity and wrong application of the Federal character principle.

More so, from 1999-2009 civilian administration reforms undertaken were pass through the legislative process in reformation. A good example, the first reform with legal proceedings was entrenched in the decree no 43 of April 1<sup>st</sup>, 1988 under General Ibrahim Babaginda, from 1999 most of the reforms followed the procedure of legislative rule.

Conclusively, reform of civilian administration in Nigeria, is seen from the legality and the rule of law or the constituted authority, where the National Assembly have to legislate on the bill before passing it into law. While in military regime, reforms are carried out without reference to the constitution. The military rules with the decree, authoritative, pronouncement, order, and hierarchy.

### **The Government Programmes and Service Delivery (1999-2009)**

This is a high level commitment on the part of government at reforming the public service in Nigeria. The reform is to address the problem affecting the management of public service which later metamorphosed into low quality service brought about by prolong military rule. However, on assumption of office to be specific may 29, 1999, the then president in his inaugural speech identified areas of inefficiency in terms of provision of social services to the people inherited from his predecessor, the president speech reads “that Nigeria’s are in fact being “deprived”. “Our public offices have for too long been a showcase for the combined evils of inefficiency and corruption, whilst being impediments to effective implementations of government policies. Nigerians desire better. We will ensure that they get what is better”. Part of the inaugural speech on reforming the public sector are;

- i. Public Service Reforms; public service reform encompassing the implementation of the general staff audit and pay roll clean up; restructuring of Ministries, Departments, and Agencies/Parastatals of government.
- ii. Pay Reform- The reform of pay roll is aimed at improving the public sector governance most especially in the area of wage increment from N 2,500 per month to N5, 500 per month taking effect from 1<sup>st</sup> May, 2000.
- iii. Restructuring of ministries, departments, and agencies MDAs- The restructuring of MDAs and Parastatals is one of the major policy of civil service reforms because it emphasized on reorganization of MDAs for improved service delivery. (EI Rufai, 2011).

Integrated Payroll and Personnel Information System (IPPIS). IPPIS came into existence after the discovering of 20% of the civil service staff as ghost workers, by the Minister of Federal capital territory (FCT). EI- Rufai, disclosing this abnormally at the Federal executive council and FEC approved the commencement of IPPIS within the MDAs. This to serve as an alternating measure where a computerised and biometric database would be capture during the headcount exercise as a way of eliminating payroll fraud (EI-Rufai, 2011).

Monetization of Fringe Benefit: Monetization is one of the crucial factor in reform of civil service that enable the government to know the cost of running and maintenance of government positions. However, in 2002, the new monetization policy was enacted and it was implicitly stated that monetization of workers’ salaries and other benefits of federal civil servants that were initially paid in kind be converted to cash by the salary and wage commission (Stephen, 2011).

Pension Reform: In 2004, General Olusegun Obasanjo regime introduced a law to privatized pension administration in Nigeria through the pension Act 2004. The national pension commission (PENCOM) was established as a body to monitor and control the activities of 25 registered pension fund administrators. However, the pension reform aimed at reducing the problems associated with the scheme. It is a contributory scheme funded by both the employer and the employee.

Anti- Corruption: This is a fight against corrupt practices on the part of public officials that led to establishment of Independent Corrupt Practices and Other Related Offences Commission (ICPC) and other measures to checkmate the activities of public officials in respect of

management of finance.

Going by the monthly publication of SERVICOM, and government reacting to poor quality of service delivery and coupled with the inefficiency and the corrupt tendencies of public officials which serve as a cog to the wheel of effective implementation of government policy, government has shown a concern by coming out with the following measures; sorting people's views and experience of service, designing a programme for service delivery, and creating an institutional environment for service delivery.

### **Understanding the term Servicom**

SERVICOM: Talks about public service delivery, which is the focus of this paper. This service delivery reform originated from British Government through a body called the Department for International Development (DFID) in Britain to the federal Government of Nigeria (Olaopa, 2008). However, the origin of SERVICOM in Nigerian Federal Ministries, Departments and Agencies (MDAs) and Parastatals. This can be traced to Kuru conference held in February 2001 in Accra Ghana. The conference marked the beginning of SERVICOM orientation and awareness among Nigerians. Referenced to the paper delivered by Abdullah (2008) quoting Ad'Obe's speech the SERVICOM national coordinator "no reform by the government would succeed unless it brings about improved service delivery in a specific aspect of the life of the people. "Therefore, whatever reform embarked upon, service delivery is both the subject and the object of the reform. Therefore, SERVICOM is the mother of all reforms" (p.11).

Notwithstanding, SERVICOM reform process started in June 2003, at the swearing in of the new elected National Assembly members. President Obasanjo drew attention of the people to the poor quality of civil service delivery in Nigeria, declaring that Nigeria's are in fact being "deprived". "Our public offices have for too long been a showcase for the combined evils of inefficiency and corruption, whilst being impediments to effective implementations of government policies. Nigerians desire better. We will ensure that they get what is better" (p.11).

More so, the actual SERVICOM with all Nigerians was officially launched in Abuja on the 21<sup>st</sup> march 2004, in collaboration with the special presidential retreat on service delivery. SERVICOM is embedded in Government service initiatives. For MDAs to be efficient and effective in their day-to-day administration.

### **The Objectives of Servicom**

The major objective of SERVICOM is to meet the challenge of service failure nationwide. However, as the engine room of government service delivery initiatives was to:

Make the MDAs more customer focused in their service delivery procedures and processes;  
Create public awareness in terms of the damage effects of service failure to the Nigerian society;  
Instigate the general public of the need to recognize and challenge service failure as their civic right as well as their civic responsibility.

SERVICOM is all about provision of service to citizens which is their entitlement. Its implementation has involved series of training and re-training, workshops/seminars, and retreats for senior officers in public service in order to create awareness in this category of staff to the new orientation for the civil service.

In a nut shell, SERVICOM has provides opportunities for the civil service and the public servants in the following categories. (i) It is an opportunity for public servants in Nigeria to become customers friendly. (ii) Since the general public has been aware of their right to insist on quality service, and complain where necessary, public servants will be conscious of public rating especially as it has to do with their performance. (iii) It create room for restructuring and repositioning the public service for effective service delivery.

### **Assessment of Nigeria's Public Service Delivery**

Looking at public service delivery in Nigeria, record in the past have shown that it is a wasteless

effort, especially in the area of management of public enterprises. A good example are; NIPOST, NNPC, NRC, NITEL, and Power Holding Company and so on (Okon, 2008). In the same vain Emeh (2012) observed that public enterprise have several problems which affect the quality of their goods and services they rendered. In fact, most of them cannot compete with their private counterpart who are in the same line of business. And are such affect their performance level. Another striking issue, is the view of Anyadike (2013) that since the public enterprise are governed by government they are not exempted from political interference such as employing the candidate that is not qualified to do the job of the enterprise, even carryout project that have no value to the organization, and donating money to political party in power and other purpose, such political interference from the officials of government affect the efficiency of the organization and the overall service delivery to the people. Nevertheless, the Nigeria civil service have been criticized for impartiality, indiscipline, transparency, accountability, loyalty, integrity, professionalism, and so on (Magbedelo,2016).

Following the observable weaknesses of the entire public service in Nigeria, several numbers of public service reforms were introduced start from the colonial, post-colonial or military regimes to the present civilian administration. In assessing the public service delivery of Nigeria, the focus of this paper is on the reformation of the civil service under the civilian administration. However, the SERVICOM reform is a programme designed for the disposition of the Nigerians citizens in terms service delivery and asserted on the client's perspective but its success in transformation of citizen's lives is in jeopardy.

### **Challenges of Servicom**

It is glaring that SERVICOM itself is not devoid of challenges, although the idea of SERVICOM was a welcome development as a way of making the civil service to be efficient and effective and be commitment to serving the people. However, one of the major obstacle to its success is the issue of implementation, this boiled down to lack of public awareness. They should be massive mobilization and sensitization of the people on the need to demand for quality service, and to be serve better. SERVICOM provides an opportunities of the right of the citizens to be serve in an on timely manner but such opportunity was not known to the citizens. Today, majority of Nigerians citizens in both ministries, departments, and agencies do not even know the message of SERVICOM. This is because SERVICOM is limited in scope. Again, while the citizens do not know is due to the fact that SERVICOM do not spread to all tiers of government instead to ministries, departments, agencies, and parastatals. This has cumulated to the reason why quality service implementation cannot be demanded by the citizens.

More so, SERVICOM programme is been delayed due to lack of continuity and budget implementation. Notwithstanding, the programmes requires close monitoring and supervision of Ministries, departments, and agencies, and parastatals, and people should make sure that they are serve rightly as it their right to be serve right. Also, the body concern do not receive their allocation on time.

Another area of challenges of reforms is effective implementation of SERVICOM programme, low level of compliance with rules and regulations guiding service delivery reform, the public servants even though they do not act according to the lay down rules hardly they go on punishment. To be factual, there are no laws to enforce its workability and prosecution of an official that fails to complied with SERVICOM charter.

At this juncture, it will be interesting to note that SERVICOM was not established by any laws that include punishment of the offender, making the reform to remain inefficient and ineffective. To this extend this national issue has not been properly addressed since the inception of the civilian administration in Nigeria.

### **Conclusion**

This paper explored the significance of public service delivery to the Nigerian citizens. The paper

found that public service delivery has not been translated into a meaningful development during the long term of military ruled in Nigeria. In order to address this menace, the civilian administration of President Olusegun Obasanjo initiated a reform programme among others service delivery or SERVICOM reform with the mandate of "service compact with all Nigerians".

Again, as mentioned earlier, the good intention of the SERVICOM reform effort has been thwarted as the service delivery is ineffective and inefficient. In fact, the mandate of the service delivery reform was to serve as the strategy for monitoring government policies and programme, and its implementation within the arms of government has remained a mere dream. This issue could be attributed to constraints of implementation of the reform. Apart from SERVICOM reform, some reforms are still facing problem of continuity and are such required a proactive approach on the part of government for them to realize their core objectives. The critics of reforms implementation has attested that reform has strong political will but still suffered inconsistency and sabotage (Olaopa, 2008). Be it is, recommendations suggested that, for reform to be effective the government in power must ensure continuity in our reform process by following the SERVICOM charter, principles and objectives to the later.

Meanwhile, government should make sure that SERVICOM reform should be implemented in order to make it effective. Civil servants who violate the rules and regulations of SERVICOM should be punished accordingly. As a matter of urgent the National Assembly should enact law in this regard that will punish the violators of rules and regulations guiding service delivery reform or SERVICOM.

More importantly, for government to react to the issue of implementation of service delivery reform, the citizens who are the direct beneficiary of this programme must beggins to demand for quality service. Measures should be taken to ensure that the interest group or pressure group are involved in the formulation and implementation of the policies and programme of service delivery (Ademolekun, 2002).

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## **Gelagat Dan Tingkahlaku Golongan Muda Berpolitik Di Terengganu**

**Nurhazilah Mamat & Nazli Aziz**

Pusat Pengajian Pembangunan Sosial dan Ekonomi, Universiti Malaysia Terengganu

Email of corresponding author: hazilhamamat@yahoo.com

### **Abstrak**

Golongan muda merupakan aset kepada sesebuah negara dan mereka juga merupakan penentu masa depan sesebuah masyarakat dan negara. Pentingnya golongan muda bukan sahaja terletak kepada bilangan golongan muda yang ramai dan sebagai tenaga utama dalam proses pembangunan dan pembinaan satu bangsa malaysia, tetapi juga sangat bergantung kepada golongan muda yang aktif, berdisiplin dan progresif. Globalisasi, perubahan struktur dan kemunculan kelas menengah merupakan di antara faktor utama yang berperanan mengubah gelagat dan tingkahlaku golongan muda dalam berpolitik di Terengganu. Kertas konsep ini akan meneliti gelagat dan tingkahlaku golongan muda berpolitik di Terengganu dan mengenalpasti jenis gaya pengikutan golongan muda dalam berpolitik. Di Terengganu, kajian gelagat dan tingkahlaku golongan muda dalam berpolitik masih kurang dijalankan terutamanya dalam aspek hubungan kepengikutan golongan muda dengan prestasi organisasi dalam organisasi politik.

**Kata kunci:** Gelagat dan Tingkahlaku Golongan Muda Berpolitik, Gaya pengikutan Golongan Muda Dalam Berpolitik, Kerajaan, Golongan Muda

### **PENGENALAN**

Perbincangan tentang politik pada masa kini semakin hangat diperkatakan dan pelbagai isu berkaitan politik diperdebatkan sama ada pada peringkat tempatan mahupun peringkat antarabangsa. Perbincangan pada peringkat tempatan sering kali melibatkan parti pemerintah dan parti pembangkang. Manakala pada peringkat antarabangsa, perbincangan menyentuh isu hubungan antara negara. Salah satu perkara yang sentiasa mendapat perhatian ialah tentang gelagat dan tingkahlaku aktor-aktor politik. (Butler, 1970; Kavanagh, 1983; Almond & Verba, 1963).

Budaya berpolitik di Terengganu telah mengalami satu proses transformasi, seiring dengan perubahan pesat yang sedang berlaku dalam masyarakat itu sendiri. Jika sebelum ini sebahagian besar golongan muda di Terengganu menganggap persoalan politik hanyalah urusan orang politik sahaja, tetapi keadaan itu telah mengalami perubahan. Globalisasi, perubahan struktur dan kemunculan kelas menengah merupakan di antara faktor utama yang berperanan mengubah gelagat dan tingkahlaku golongan muda dalam berpolitik di Terengganu.

### **LATAR BELAKANG**

Terengganu terletak di Pantai Timur Semenanjung Malaysia dengan keluasan 1,296,572 hektar. Di sebelah utara dan barat lautnya disempadani oleh Kelantan, sebelah barat daya dan selatannya oleh Pahang manakala sebelah timurnya pula adalah disempadani oleh Laut China Selatan sepanjang 244 km. Sebelum tahun 1947 terdapat sembilan daerah di Terengganu; Kuala Terengganu, Kemaman, Kemasik, Paka, Dungun, Marang, Hulu Terengganu, Besut dan Setiu. Daerah dalam negeri Terengganu dikurangkan kepada enam iaitu Kuala Terengganu, Kemaman, Dungun, Marang, Hulu Terengganu dan Besut. Kemudiannya pada 1 Januari 1985, sebuah daerah baru iaitu Setiu telah dibentuk dan menjadikan daerah ketujuh di Negeri Terengganu. Tiap-tiap daerah ini ditadbirkan oleh Pegawai Daerah.

## **GOLONGAN MUDA**

Golongan muda bermaksud belia samada lelaki mahupun perempuan, diistilahkan juga pemuda dan pemudi. Peringkat umur golongan muda itu adalah peringkat umur dari seorang yang bergantung kepada seseorang untuk berfikir dan bertindak kepada seseorang yang bebas (*independent*). Ianya merupakan peringkat di mana seseorang itu mula menghadapi cabaran yang memaksa ia membuat keputusan tentang kehidupannya. Berdasarkan statistik tahun 2015, daripada seramai 30.26 juta orang rakyat Malaysia, 45.8% atau 13.88 juta adalah merupakan golongan muda manakala 7.26 juta atau 52% adalah lelaki dan 6.62 juta atau 48% adalah wanita (Jabatan Statistik Malaysia, 2015). Peringkat golongan muda ini dipenuhi dengan berbagai cabaran yang mengkehendakkan setiap golongan muda bertindak dengan tenaga yang tinggi dan keperluan. Maka golongan muda boleh mengubah bukan sahaja kehidupannya tetapi masyarakat dan persekitarannya.

## **POLITIK**

Roskin (2004) menyatakan istilah politik secara umumnya dikatakan berasal daripada perkataan *polis* dalam bahasa Yunani yang bermaksud negara kota. Daripada perkataan polis ini dihasilkan pelbagai definisi mengenai politik seperti segala hal ehwal mengenai negara, warganegara, ahli negara atau orang yang faham mengenai negara dan pemerintahan negara (Siti & Zarina, 2005). Secara umumnya dapat dikatakan bahawa politik adalah kegiatan dalam suatu sistem politik atau negara yang bersangkutan dengan proses penentuan tujuan daripada sistem tersebut dan cara melaksanakan tujuannya. Dalam konteks di Malaysia, politik merangkumi isu pilihanraya, pembentukan kerajaan, budaya politik, politik pembangunan dan politik islam.

## **KEPIMPINAN**

Kepimpinan telah dibincangkan secara meluas oleh para cendekiawan yang sering kali berfokuskan tentang kuasa seseorang pemimpin dan kemampuan mereka dalam mempengaruhi pihak lain untuk melakukan atau melaksanakan sesuatu yang mereka mahukan. Sehubungan dengan itu, terdapat juga perbincangan yang menjuruskan ke arah penggunaan kuasa untuk mempengaruhi atau memujuk dan bukannya secara memaksa, iaitu kemampuan dalam merangsang pihak lain untuk melakukan sesuatu mengikut keperluan pemimpin.

Kepimpinan juga boleh ditafsirkan sebagai kemahiran atau sifat semulajadi, sesuatu yang dimiliki oleh seseorang individu atau hubungan antara manusia (Andrews & Herschel, 1996). Sehubungan dengan itu kepimpinan boleh ditakrifkan sebagai interaksi antara dua atau lebih ahli di dalam sesuatu kumpulan yang mana ia selalunya melibatkan penyusunan atau penyusunan semula sesuatu keadaan atau persepsi dan harapan pengikut (Bass, 1990). Dalam kepimpinan, seseorang pemimpin itu adalah merupakan ejen perubahan, McGregor (1960). Beliau juga menegaskan bahawa pemimpin merangsang pengikutnya melakukan sesuatu demi mencapai matlamat yang mana ia melambangkan nilai dan motivasi, keperluan, aspirasi dan harapan kedua-dua iaitu pemimpin dan orang yang dipimpinnya.

Sharifah Sofiah 'Atiqah dan Zakariah Jamaludin (2006) mengatakan bahawa kepimpinan secara khususnya ialah proses yang melibatkan tugas pengarahan, membimbing dan memandu orang-orang bawahan ke satu arah penetapan matlamat organisasi atau pertubuhan. Ia melibatkan proses komunikasi dua hala antara orang yang memimpin dengan orang yang dipimpin (Robbins dan Coutler, 2010). Individu yang memimpin dikenali sebagai pemimpin dan mempengaruhi orang bawahan supaya mengikuti tanggungjawab yang mahu dilaksanakan. Segala pekerjaan yang akan diarahkan itu perlu mendapat kerelaan daripada subordinat. Kepimpinan tidak akan berjaya sekiranya subordinat tidak mengikut arahan secara sukarela.

## **GELAGAT DAN TINGKAHLAKU MENGUNDI GOLONGAN MUDA**

Gelagat pengundi merupakan suatu kecenderungan pilihan rakyat dalam pemilihan umum dan latar belakang kenapa mereka melakukan pemilihan itu. Ia juga berkaitan dengan pengaruh pola pemungutan suara seperti faktor-faktor penyatuan parti, ikatan keluarga dan teman, usia, agama, pekerjaan, kebangsaan, tempat tinggal, tingkat pendidikan, latar belakang peribadi atau perusahaan, status sosial dan kepekaannya terhadap propaganda seperti terbukti daripada pengaruh kempennya terhadap perilaku individu (Kamus Analisa Politik, 1985).

Pengundian bermaksud suatu kelompok pada suatu mesyuarat atau pilihanraya untuk menentukan keputusan atau menyatakan pendapat. Sebelum melakukan pengundian, satu perbincangan, debat atau kempen akan diadakan terlebih dahulu. Behavior (tingkahlaku) pula bermaksud cara seseorang bertindak, khususnya ke atas orang lain. Voting behavior (tingkahlaku pengundi) boleh dirumuskan sebagai tindakan atau tingkahlaku seseorang amnya dalam menentukan pilihan keatas seorang calon dan parti dalam sesuatu mesyuarat atau pilihanraya.

Mengikut Surbakti (1992), tingkahlaku mengundi adalah aktiviti pemberian hak atau suara oleh seseorang yang berkait rapat dengan kegiatan pengambilan keputusan untuk mengundi atau tidak mengundi pada suatu pilihanraya. Tingkahlaku mengundi dalam sesuatu pilihanraya ditunjukkan dengan mengundi calon atau parti politik tertentu.

## **GAYA PENGIKUTAN GOLONGAN MUDA DALAM ORGANISASI**

Dalam sesebuah kehidupan, manusia memerlukan organisasi untuk memenuhi keperluannya di samping memberi sumbangan kepada orang lain (Palmer, 1998; McShane, 2000). Manusia telah mencipta pelbagai organisasi sebagai alat untuk mencapai matlamat mereka sendiri sebagai individu atau kolektif yang berkesan. Dalam era globalisasi moden kini, terdapat organisasi formal dan tidak formal. Setiap organisasi pula perlu berada dalam keadaan mantap untuk membolehkannya berfungsi dengan berkesan (Palmer, 1998). Setiap komponen dalam organisasi perlu berfungsi dengan sempurna untuk mencapai matlamat yang telah ditetapkan. Paling utama, golongan muda dan pemimpin adalah dua komponen organisasi yang sangat penting.

Pemimpin dan golongan muda adalah saling bergantung dan tidak dapat dipisahkan dalam segala aspek peranan, tindakan dan tanggungjawab masing-masing. Golongan muda adalah rakan dan ahli kongsi kepada pemimpin. Mereka merupakan kumpulan yang diperlukan oleh pemimpin dan kematangan mereka perlu untuk menjadikan organisasi berkesan (Hughes, Ginnett & Curphy, 1992; Campbell & Kinion, 1993). Ini bermakna keserasian antara pemimpin dan golongan muda perlu wujud di dalam sesebuah organisasi. Kepincangan hubungan atau ketidakserasian antara dua subsistem ini boleh menggugat kestabilan sesebuah organisasi.

## **KESIMPULAN**

Secara keseluruhannya, pengikutan dari golongan muda memainkan peranan yang berbeza dalam menentukan penyatuan sesebuah organisasi. Jenis pengikutan berkesan diperlukan untuk memastikan tahap penyatuan organisasi yang tinggi. Oleh itu, kekuatan sesebuah organisasi atau parti politik bergantung kepada bilangan besar pengikutan golongan muda yang berkesan. Peranan ketua atau pemimpin juga sangat penting dalam mempengaruhi pengikutan golongan muda. Jelas, pengurusan pengikutan golongan muda adalah satu bidang ilmu pengurusan yang perlu diberikan perhatian dan pengiktirafan oleh pengamal dan penyelidik dalam bidang pembangunan sumber manusia.

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# **The Moderating Role Of Safety Perception On Perceived Justice And Service Recovery Satisfaction Relation**

**Muhammad Haliru<sup>a,\*</sup> Mohammad Nura Ibrahim Naala<sup>a&b</sup>**

<sup>a</sup> College of Business, University Utara Malaysia, 06010 Sintok, Kedah Malaysia

<sup>b</sup> Department of Business Admin & Management, Federal Polytechnic, 882231

Kaura Namoda, Zamfara State, Nigeria

Email of corresponding author: Muhammadhaliru214@gmail.com

## **Abstract**

Several studies have reported significant link between perceived justice dimensions, and satisfaction service recovery with different impact of the dimensions (procedural, interactional, distributional) on satisfaction service recovery, and some prove similar relationship between the dimensions using different antecedents and variables for example Brand equity, Corporate social responsibility and Switching cost. The present study aims to propose the moderating role of safety perception in the relation between perceived justice and service recovery satisfaction. Data on perceived justice with service recovery satisfaction and safety perception is to be collected through survey from domestic airline passengers in Nigeria. Similarly, safety perception is suggested to play a moderating role between perceived justice (procedural, interactional, distributive) and service recovery satisfaction. The highlights to be provided can assist in addressing the service failure problem confronting domestic airline industry in Nigeria.

**Keywords:** Service failure, Service recovery satisfaction, Perceived justice, Safety perception, Airline industry.

## **Introduction**

Service Firms strive to deliver excellent and error free services, in an effort to satisfy and develop customer long-term relation, but despite all efforts mistakes occur during service delivery process. Due to nature of service, it is almost impossible to provide 100% error-free service, failures do occur even for the most customer-oriented service firms (Sparks and Fredline, 2007; del Rio-Lanza, 2009). Service failures causes dissatisfaction to customer, as a result unwanted attitude of either exit, spread of negative word of mouth or both will be shown by the customer (Kim et al., 2009). Currently service failures are among the leading reasons for customer undesirable behavior like switching behavior or negative word of mouth or both (Keaveney, 1995). In order, to overcome the negative effect of failures, firms need to take effective recovery measures to turn aggrieved customers to pleased ones as found by several studies (Blodgett et al., 1997; Smith & Bolton, 2002; Nguyen, McColl-Kennedy, and Dagger, 2012; Gursoy et al., 2007; Kuo et al., 2013). Typically, when service failure occurs, it leads to customer dissatisfaction and loss of confidence, negative emotion, and customer switching behavior (Andreassen, 2001; Bougie Pieters, & Zeelenberg, 2003)

Adams (1965) suggested that people feel they are fairly treated in a social exchange relationship when they perceive a balance between their efforts and the results. Similarly, Tax et al. (1998) proposed three-dimensional concept of justice namely distributive justice, procedural justice, and interactional justice. For any service failure encounters, responsible organizations need to develop ethical recovery tactics, in order to avoid inequity perception of customers. For customers to be satisfied with the service recovery, they must perceive the outcomes as just or fair (Kau and Loh 2006). A satisfactory outcome can also enhance satisfaction feeling (Goodwin and Ross 1992). Alexander (2002) findings resonated that the ethicalness of recovery attempt has impact on satisfaction. Though, various dimension roles were not investigated.

Earlier studies stressed on cognitive antecedents of evaluations by customer for instance perceived justice, until recently emotions were found to play active role in satisfaction judgement. Emotional influence on satisfaction evaluation were examine in service failure and recovery context (Menon and Dube, 2004; Zeelenberg and Pizters, 2004). Importantly, when failures occur people tend to engage in causal attribution (Weiner, 2000), this attribution essentially has an influence on customer behavior regarding the failure (Mattila and Patterson, 2004). Scholars considerable attention focused on emotion as playing a key role in the evaluation of service recovery encounters (Schoefer and Ennew, 2005; Rio-Lanza et al., 2009) Essentially, the consumption emotion experienced by customer can have a significant influence on their assessment of the service process and post-consumption behaviors. (Smith & Bolton, 2002; Bougie et al., 2003; Menon and Dube, 2004; Schoefer and Ennew, 2005; Jani and Han, 2011). This is because satisfaction is an emotional response to the experience to an encounter, and the emotion consequently serves as a basis for the behavioral intention to repatronage.

In Nigeria domestic airline industry employ efforts in providing effective and safe services to its passengers. Service failures resulting from attitudes of both cabin and ground staffs kept reoccurring, which include cancellation of flights, diversions, reservation problem or overbooking, delays and on the extreme air mishaps. The mishaps are resulting from either pilot errors, bad condition of weather, faulty maintenance procedure, run away and air traffic control failures which tend to have a negative impact on satisfaction and subsequent future behavioral intentions of passengers (Udeme, 2013). Consequently, that result to reduction in the profit of the industry because of the decline in the number of passengers (Oyetunji, 2014). Hence, to remain in the market, and reduce the negative impact on satisfaction of passengers, the airline industry need to embark on effective service recovery for enhanced satisfaction of passenger (Chang and Hung 2013)

### **Perceived Justice**

Perceived justice in service recovery is recognized as a cognitive antecedent that can explain customer satisfaction. Customer-perceived justice in the service-recovery strategies adopted by the organization can support negative reactions to the service or improve overall satisfaction, repatronage intentions, and positive word of mouth (Blodgett, Hill, & Tax, 1997; Maxham & Netemeyer, 2003). Although service failure has the potential to destroy customers' loyalty, the successful implementation of service recovery strategies may prevent the defection of customers who experience service failure. When a service breakdown occurs, the effective reactions of the service providers can help create even stronger bonds, whereas, poor responses may prompt customers to switch. Thus, an effective effort for service recovery after experiencing faulty service must be carefully planned and carried out in order to establish a long-term relationship with the customers (Kim et al., 2009), because inappropriate responses significantly increase the companies' defection rate. Perceived justice dimensions also have a great effect on repurchase intention. Blodgett et al. (1997) examined the effects of distributive, procedural, and interactional justice on customers' repatronage intention and negative word of mouth intention. In their study, they checked different levels (low-medium-high) of recovery scenarios based on the three justice dimensions to test how each recovery effort, with varying degrees of recovery, influences customer repatronage intention and word of mouth. The study suggested that the effects of perceived justice of customer repatronage intention and word of mouth vary across the different dimensions of justice and change with the degree of service recovery efforts as well.

In addition, Ha & Jang (2009) found that all dimensions of justice affect repatronage intention in the restaurant setting. They found that service recovery efforts, such as discounts for food items, promptness of recovery, and a sincere apology for the service failure could leave customers satisfied, consequently encouraging them to revisit the restaurant. It has also been established by many authors that the three forms of justice have a positive effect on overall service recovery

satisfaction (dos Santos & Fernandes, 2008; Karatepe, 2006; Clemmer & Schneider, 1996; Kau & Loh, 2006).

In service failure situations, customers perceive an injustice, an imbalance, in exchange (they receive a service with less than the expected value); therefore, they expect the organization to offer a service recovery to compensate the imbalance (Chebat & Slusarczyk, 2005). Customers form judgements about the level of justice of the recovery process, and these judgements have an impact on satisfaction (Schoefer & Ennew, 2005). Extant research indicated that the perceived justice of the recovery efforts could affect satisfaction with the recovery (Blodgett et al., 1997; Chebat & Slusarczyk, 2005; Mattila & Patterson, 2004; Karatepe, 2006). In line with this the present study hypothesized that:

H<sub>1</sub> a) Interactional justice, b) Procedural justice, and c) Distributive justice in service recovery have positive influence on service recovery satisfaction

### **Perception of Safety**

Perception of safety seen as one of the drivers that enhance satisfaction in air travel, airline passengers regard safety as the most imperative criteria used when choosing an airline, it is instituted that risk generally lowers satisfaction of customers. Air travel implies risk taking, that includes financial, social and psychological risk, unlike other services, air travel exposes passengers to physical risk and passengers are aware of the fact. Despite claims that safety is priority number one, accident's occurrence cannot be eliminated completely. Passengers perceived air travel to be riskier than justified from an objective view', which generates feelings of uncertainty, discomfort and anxiety. Airlines' attempt to limit risks associated with air travel by using various safety measures, but passengers hardly assess the factual safety level adopted by airline rather they resort to proxy measures of safety, which includes airline's service quality, airline appearance or security checks at the airport. Safety perception overshadowed the involved hazard in air travel; enhances satisfaction, and accordingly, in circumstance of service recovery satisfaction, it will be the same. Perception of safety is more of judgment by passengers' than precise measure, and cannot therefore in itself be reliably measured. Even though accidents cannot be completely stopped, rather they can be reduced by carefully understanding the factors causing it and be able to take precautions prior to the occurrence of the incidents. These may be from the

aircraft internal setting or the external settings of the environment in which the aircraft operates. and safety perception of the recovery process influences satisfaction of customer. Therefore, this study posits perception of safety and satisfaction of customer: Airlines should provide a measure of safety that does not depend on accidents, since operational safety cannot be effectively and reliably measured. Hock, Ringle, and Sarstedt, (2010) suggests on determination of perceived safety on satisfaction. Vick, (2002) has identified safety as a construct and concept and as such is not quantifiable. Limitation of risk associated with air travel by the improvement of safety measures, which includes use of up to date aircraft, proper training of manpower and security checks at the airport used to assess safety measures by customer will affect emotion positively and increase satisfaction subsequently (Kim *et al.*, 2012). Satisfaction is very much important to business organizations, in terms of its effects on customer retention. Business organizations continually seek to increase customer satisfaction. Therefore, it is hypothesized

H<sub>2</sub> Perception of safety moderates the relationships between perceived justice and service recovery satisfaction

### **Service Recovery**

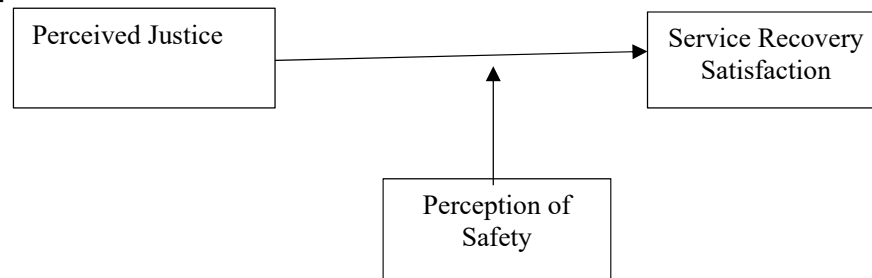
All actions of service recovery are primarily enacted to restore customer confidence resulting from service failure experience (McCollough, Berry, and Yadav 2000; Wen and Chi 2013).

Findings have been extended to air travel services also (Al-Refaie et al. 2014; Bamford and Xystouri 2005). Service failures are not only inevitable, they occur commonly in air travel (Kuo et al. 2013a; Park and Park 2016). Service error frequency in air travel is due to the intangible nature of the service, and “human dealings” during the service experience (Siu, Zhang, and Yau 2013). The failures in airline service include overbooking, lost luggage, delayed or canceled flights and on the extreme air mishap (Chang and Chang 2010; Nikbin and Hyun 2015) Airlines are aware that their success lies on their ability to recover from failure through effective service recovery that enhance satisfaction of passengers (Hocutt et al., 2006; Spreng et al., 1995; Varela et al., 2008). Even though focus on service recovery has been given prominence for decades by previous researches (Graham and Sparks 2009), only a few focused-on airline industries (Park and Park, 2016; Bamford and Xystouri, 2005) and of the few, still fewer were found to examine service recovery strategies with justice theory (Ding, Ho, and Lii 2015). Effective service recovery was found to be critical towards influencing satisfaction of airline passenger due to frequency of interaction between them and service employees (Swanson and Hsu 2011; Ghalandari, Babaenia, and Jogh 2012).

Service recovery entails all actions or activities a service firm undertake in order to respond to service failure (Gronroos, 1988). All strategies employed by firm and firm employees in an effort to return the dissatisfied customer to satisfaction state are regarded as service recovery (Sparks & McColl-Kennedy, 2001; Ha & Jang, 2009). For understanding effective service recovery, several researchers have utilized justice theory as the main framework for examining service recovery procedures (Sparks & McColl-Kennedy, 2003). The framework explains how customers evaluate service providers reaction to recovery. The theory present perceived justice as a concept consisting three dimensions namely: distributive, procedural and interactional justice that cognitively predict future behavioral intention of customer, but due to the complexity of the emotions of consumer, the inclusion of emotion concept in the framework makes it to adequately take care of the customers’ emotion effect brought about by the service failure.

In the existing literature, numerous studies specifically addressed the relationship between customer consumption emotions and customer satisfaction in normal service settings, these studies showed that customers’ positive emotions have significant positive influence on customer satisfaction while customers’ negative emotions have significant negative influence on customer satisfaction (Kim et al., 2012). Previous studies largely have found that positive intentions increase with satisfaction (Bolton 1998; Oliver and Linda 1980; van Doorn and Verhoef 2008). If organization manifests appropriate safety perception to customers, they would exhibit satisfaction toward recovery. This, in turn, enhances satisfaction and their future repurchase intention.

### Conceptual Model





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# **The Extent Of Social Media Practices In Malaysian Sme: Migrating From Adoption To Measurement**

**Noraniza Binti Md Jani<sup>a</sup>, Mohd Hafiz bin Zakaria<sup>a</sup>, Zulisman bin Maksom<sup>a</sup>,  
Md. Shariff Bin M. Haniff<sup>b</sup>**

<sup>a</sup>Universiti Teknikal Malaysia Melaka, Malaysia

<sup>b</sup> Universiti Teknologi MARA, Melaka, Malaysia

Email of corresponding author: [P031610004@student.utm.my](mailto:P031610004@student.utm.my)

## **ABSTRACT**

Social media is leveraged by businesses at a discernible pace. Most often social media is used to instill brand awareness, to stimulate communication, to facilitate relationships, to spur information exchange and innovation, to track customers' voice, and so forth. Despite the increasing imperative to the varieties of business routines, the measurement aspects of social media marketing initiatives are limitedly discussed. Furthermore, the literature has found the lack of firms' sensitivity to measurement activities or success indicators for their social media marketing investments. The purpose of this paper is to discuss the extent of social media measurement practices in business from two contexts: first, in the prominent platform of social networking sites, and second, in the perspective of Malaysian SMEs. A preliminary investigation was conducted with 30 respondents from selected industry groups in services and manufacturing sectors to acquire the well-informed data in the SMEs of the southern region. The findings have shaped several themes of social media adoption and evaluation practices for Malaysian SMEs. Accordingly, the barriers and future directions of measurement efforts on social media platform are discussed.

Keywords : social media, measurement, SNS, SME, Malaysia

## **1 INTRODUCTION**

The ubiquitous social media has entered the mainstream to rapidly transforming the common practices in many firms (Stockdale, Ahmed and Scheepers, 2012; Meske and Stieglitz, 2013; Kadam and Ayarekar, 2014; Constantinides, 2014). A sudden proliferation rate in social media adoption recently has proven the importance of this disruptive technology. WeAreSocial (2016) has reported that nearly 1 in 3 of the world's population is using social media. Malaysia is identified among the highest in the ASEAN region that have the most users of social media. With 67.7% of social network penetration, it is a clear indication of its widespread use in the business field (Malaysia Digital Association, 2016). A recent survey by Adobe suggested that as many as 70% of Malaysians turn to social media platforms to research and find out more about the products (Marketing-Interactive, 2015). In line with the statistics, SME Annual Report 2016/2017 has reported that most of SMEs (85.4%) were selling products and services online through social media platforms such as Facebook and Instagram. As consumers race to these nascent channels, most businesses are impelled to comply with the aim to reach broader customers and outlined mission objectives.

Despite the spectacular growth of social media use in business worldwide, there are signs of firms' weakening performances in social media initiatives. These issues stem from the incapability of firms to strategically use social media and measure the success of their initiatives (Bartholomew, 2013; McCann and Barlow, 2015; Effing and Spil, 2016). Although some firms evaluate their marketing efforts through social media, they are lacking adequate knowledge and workforce to fully understand how to place a well-planned integrated social media strategies that align collectively the multi-channels objectives, the structural business and the organizational goals (Owyang, 2010; Lovett, 2011). This resonates even in developing countries when social media employment among firms has become a new concern (Oztamur and Karakadilar, 2014;

Kadam and Ayarekar, 2014). In Malaysia, the Government has reported the status of poor uptake and low marketing strategies as SMEs' weaknesses in leveraging the technology-related adoption (SME Master Plan 2012-2020, p.51; SME Annual Report 2016/2017). Even though many SMEs have been capitalized the use of social media to modernize their business operational activities, there is still a problem arising from the practice. SMEs still be seen not well-recognized the indicators to quantify their business-related activities on a digital platform. As revealed by PwC (2014), most of the Malaysian firms (57%) did not track the direct impact of social media activities on their business performance such as through ROI.

At this stage, the literature that focuses on the assessment of social media by small firms is still in the stage of infancy in Malaysian perspective. Therefore, there is a key force that warrants the urgent necessity among Malaysian SMEs to implement measurement in their leveraged efforts through social media platform. Unless the measurement is embedded in their strategic actions, it will inhibit the competitive advantage and lower the maximum potential of SMEs in reaching the impressive achievements (Jusoh and Parnell, 2008; SME Master Plan 2012-2020). Following the disclosure of the stated issue, this study pinned a focus on the question, namely *"How well do Malaysian SME measure their social media initiatives?"*.

The aim of this paper is to discuss the extent of social media measurement practices in marketing area from two contexts: first, in the prominent platform of social networking sites (SNS hereafter), and second, in the perspective of Malaysian SMEs that located in the southern region. The remainder of the paper will work as follows. The second section presents a review of the study, followed by the methods. With the demographic analysis obtained, the findings will be discussed in the next section. Finally, this study provides the measurement barriers and directions toward the future research.

## **2 STUDY BACKGROUND**

### **2.1 Disclosure of Social Media in Business**

Social media encompasses a broad continuum of online channels and platforms that can facilitate collaborative creation and dissemination of information. Based on their scope and applicability, Aichner and Jacob (2015) have classified the wide social media platform into thirteen categories. The prominence is including blogs, microblogs, forums, business networks, collaborative projects, photo sharing, social bookmarking, social games, and social networking sites. A large number of scholars claim that social media is different from Web 2.0 (Kaplan and Haenlein, 2010; Berthon et al., 2012) in terms of scope, typology, and business models. In fact, Web 2.0 become the pillar of social media technology to sprout and allows the implementation of its applications and platforms.

The literature on social media adoption are focusing these emerging technologies on various aspects; a vehicle for communication and promotion (Constantinides, 2014), a strategic tool for marketing (Taiminen and Karjaluoto, 2015), a medium to nurture and sustain customers (Zain and Saidu, 2016), an element to facilitate online communities (Clark et al., 2017), an avenue for strategic competitiveness (He et al., 2015) and an indicator to improve business process performance (Smits and Mogos, 2013). As mentioned above, the context of this study narrows the scope to SNS channels due to their popularity as a tool for businesses and the ability to attract a fast-growing number of consumers.

### **2.2 Relevance of Social Media For SMEs**

The small business environment is inhibited by financial, resources and technical constraints. However, this industry is harnessing more often social media effectively to improve external communications with stakeholders and to produce long-term value creation from the development of relationships (Gordon, 2009; Fischer and Reuber, 2011). Social media has proven to be increasingly relevant to SMEs in terms of easy use, relatively quick, low-cost method of connecting customers, facilitative features and less technical

platforms (Fischer and Reuber, 2011; Broekemier, Chau and Seshadri, 2015).

SME Annual Report 2016/2017 has presented a discernible increase in the usage of social media to promote and market firms' products and services to 85.4% (1Q 2014:12.1%, 1Q 2016:78.2%), indicating the absorption of this technology is increasingly noticeable among businesses. Such wave of adoption has indeed been expected as social media seems to be compulsory for small online entrepreneurs as presented through current observations, reports, and newspaper clippings. In addition, SMEs often have limited resources to undertake in-house marketing activities or to engage a good marketing consultant (SME Master Plan 2012-2020, p.55), making the online marketing through social media as a good platform in enabling SMEs to gain some advantages in the latest wave of technology including the wider reach of market and business opportunities (Meske and Stieglitz, 2013; McCann and Barlow, 2015; SME Annual Report 2016/2017).

### **2.3 The Obligation Of Social Media Measurement**

A social media measurement is defined as a process to gauge, explain and report the success of social media initiatives by using metrics to generate the outcome required by firms to ascertain the successful alignment with social media and business objectives and corporate goals. The need to measure social media endeavors such as brand posts and product campaigns is a growing concern for firms (Hoffman and Fodor, 2010; Aichner and Jacob, 2015; Marzouk, 2016). This stage can be seen as a continuation of the widespread adoption of this technology that provides firms with indicators to improving the performance of business processes (Smits and Mogos, 2013).

Metrics are certainly needed to measure and evaluate all business-related activities via social media. Farris et al. (2006) define a metric as a measuring system that quantifies a trend, dynamic, or characteristic. Therefore he has categorized metrics to four different types: amounts (e.g., volumes, sales), percentages (e.g., fractions or decimals), counts (e.g., unit sales or a number of competitors), ratings (e.g., scales), and indices (e.g., price index). Further, businesses are compulsory to employ Key Performance Indicator (KPI), measures that help firms understand how they are doing against their target objectives. The sound KPI will signalize that marketing strategies are properly aligned with the business mission and corporate goals (Owyang, 2010; Lovett, 2011).

### **2.4 The Challenge of Measuring Social Media Initiatives**

There is a need for an effective social media measurement tool to capture, quantify, and analyze tremendous data source in multimedia formats across multiple social media channels. The enormous User-Generated-Content (UGC) mediated by the social platform, to some extent, has overwhelmed many firms and sometimes go beyond control.

Thus, questions have been raised about the challenges to the measurement approach in the highly interactive platform (Peters et al., 2013; Barger, 2013; Bartholomew, 2013; McCann and Barlow, 2015). Social media can be clearly differentiated from traditional media based on their unique features (Peters et al., 2013). Therefore, firms need the integration of tangible measures (simple, quick to develop, compulsory to implement and easy to count for a final result, for instance, reach, and view), and intangible measures (difficult and requires the longer time to formulate and execute, for instance a measure to assess advocates). Without neglecting each other, the firm must take into account the ability of both types of measures in assessing the effectiveness of their marketing efforts (Owyang, 2010; Lovett, 2011; Smits and Mogos, 2013; Marzouk, 2016).

Firms typically rely on analytical tools, such as Facebook Insights and Google Analytics that have mastered the use of firms' social media analysts. An analytic dashboard usually places a variety of metrics from tangible and intangible categories that help monitor

progress, identify patterns and trends, and predict social media outcomes.

### 3 METHODS

The preliminary investigation was conducted by employing a quantitative approach to aim for well-informed data in regards to the extent of social media measurement practices in Malaysian SMEs. The objectives of the survey are 1) to obtain updated information on the use of social media, in particular, SNS for their products and services marketing efforts; 2) to ascertain the level and practice of measurement efforts through the medium of SNS. Malaysian SMEs located in the southern region in which participate actively in the prominent platform of SNS has become a target population for this survey. The sampling frame was businesses from manufacturing and services sectors where the data were drawn from the list provided by SME Corporation Malaysia (Malacca branch).

The development of the questionnaire adopted the five sequential steps posited by Radhakrishna (2007) consisting of research background, questionnaire conceptualization, format and data analysis, and establishing validity and reliability. The questionnaire was divided into four parts namely profile of respondent and SME, their experience in SNS adoption and measurement practices as well as experience with customers in SNS communities. Questions were comprised of closed-ended, open-ended and semi-opened format. It was later validated by four academic experts and four industry representatives and was distributed to 30 respondents encompassing of SMEs in services and manufacturing sectors. The data were collected from the respondents through e-mail and face-to-face approach then analyzed using Microsoft Excel software to generate demographic and statistical information.

### 4 FINDINGS

Findings from the survey are classified into three areas ; business profile, social networking site adoption and measurement presented Table 1 – 3. The business profile represents the overview of firms that were involved as survey respondents (refer Table1). Most of the respondents have been operating within the industry beyond their maturity and the business that runs food and beverages is the largest group.

FINDIN	ITEMS/SUBITEMS		%
BUSINESS PROFILE	SECTOR	MANUFACTURING	30.0%
		SERVICES	70.0%
	CATEGORY	MICROENTERPRISE	53.3%
		SMALL	33.3%
		MEDIUM	13.3%
	INDUSTRY GROUPS	FOOD BEVERAGES	23.3%
		EDUCATION AND TRAINING	16.7%
		SERVICES PROVIDER	13.3%
		BUSINESS AND PROFESSIONAL	10.0%
		OTHERS	36.7%
	YEAR OF ESTABLISHMENT	< 2 YEARS	20.0%
		2 - 5 YEARS	23.3%
		6 - 10 YEARS	26.7%
		> 10 YEARS	30.0%

Table 1 : Demographic of respondents

The finding of SNS adoption demonstrates current practices of firms on leveraging this technology (refer Table 2). The results upon the popularity of the existing SNS channels and the purpose of its use have proven to be consistent with the observations and inputs extracted from the literature study. As recognized in recent literature (Pereira Correia et al., 2014; Lin and Kim, 2016), Facebook, has ranked first (100.0%) as it provides the ability to reach promotions and campaigns to massive audiences, facilitating and expediting service to customers, raising

awareness to prospects as well as facilitates the sharing of ideas and information from marketers and advocates. Firms also classified Instagram (60.0%) as a second important channel, followed by Google Plus (16.7%) and Twitter (13.3%). Although the largest percentage of firm-setting years is more than 10 years (refer Table 1), it is surprising that most of them only use SNS for online marketing less than 2 years. This suggests that the age of the business does not reflect the period of SNS utilization in their marketing efforts. It takes a while for firms to stabilize the business before deciding to engage with online marketing which in their perspective would incur cost and skills to be implemented.

Another finding reveals that firms' owners are the ones most involved in promotion through SNS. Due to most of the respondents are microenterprises, firms seem unable to provide special staff to promote their brand online or hire consultants for this purpose. However, on average firms allocate 2 to 4 staff members to directly involve with SNS marketing. This is viewed as a reasonable effort to look into a continuous and consistent awareness to achieve a predetermined target. The more staff engagement for online promotions, the greater the opportunity for marketers to reach customers to their brands. Firms necessitate having well-trained staff in order to realize business objectives and corporate goals using SNS medium. However, the investigation dismantled nearly a quarter of the total amount have received the official marketing guide at SNS. Whilst, nearly half (46.7%) of firms have budget allocations for SNS investments in product and brand marketing, but slightly few of them (40.0%) give priority to their respective staff training. At the same time, as much as 20.0% firms use full organic marketing that is not charged by SNS channels, 26.7% more organic than paid mechanism, while the rest either balances both or hires consultants. The diversity of these approaches is aimed at optimizing tactics, in order to align their objectives with these mediums, with priority to reduce costs, especially for micro marketers.

Table 3 shows the results of the assessment after SNS utilization for firms to identify whether their marketing efforts are successful. The analysis shows that there is a similar number of firms practicing measurements on SNS efforts compared to those not. Unfortunately, some firms directly ignore measurement practices in their work arising from timing, technical and cost constraints. From a group of firms that practice measurements, 50.0% of them implement it regularly to monitor the progress of their commitment to SNS. A large number of firms see the success of brand promotion at the SNS as an average, meaning there were times when the measures show a good performance, while at other times it may happen otherwise. To find out whether the firm's marketing efforts have succeeded in achieving targets, the scale used is to evaluate performance through existing metrics on SNS interfaces (tangible metrics) or being formulated through the integration of certain metrics (intangible metrics). The success indicators of marketing efforts on every SNS platform are thought to be successful when the activity achieves the targeted objectives, in line with the firm's vision set in a given period. Finally, the analysis reports some common analytical tools used to monitor the performance progress. The results have generated a list of these tools according to their frequency of usage, namely Facebook Insights (34.4%), Instagram Insights (21.9%), Google Analytics (12.5%), Twitter Analytics (6.3%) and others (25.1%). These metrics usually serve as the basis for organizational KPI achievement. The tabulated results (Table 1 – 3) will be derived in the final section for shaping resolution of measurement initiatives by firms for future research.



Table 2 : Statistic of SNS adoption

FINDING 2	ITEMS/SUBITEMS		%
SOCIAL MEDIA ADOPTION	CHANNEL POPULARITY	FACEBOOK	100.0%
		INSTAGRAM	60.0%
		GOOGLE PLUS	16.7%
		TWITTER	13.3%
	NUMBER OF ADOPTED YEARS	< 2 YEARS	43.3%
		2 - 5 YEARS	33.3%
		6 - 10 YEARS	13.3%
		> 10 YEARS	10.0%
	RESPONSIBLE PERSON	SOCIAL MEDIA MANAGER/BRAND MANAGER/ADMINISTRATOR	17.9%
		EXECUTIVES	7.7%
		MARKETER/HUMAN RESOURCE	17.9%
		OWNER	53.8%
		OTHERS	2.6%
	STAFF INVOLVEMENT	MORE THAN 10 STAFF MEMBERS	0.0%
		5 - 9 STAFF MEMBERS	6.7%
		2 - 4 STAFF MEMBERS	53.3%
		ONLY 1 STAFF MEMBER	23.1%
		NO STAFF ASSIGNED	16.7%
	STAFF TRAINING	EXTERNAL TRAINING	16.7%
		IN-HOUSE TRAINING	6.7%
		SELF-TRAINING	73.3%
		UNCERTAINTY	3.3%
	INVESTMENT	ON SNS TRAINING	46.7%
		ON STAFF TRAINING	40.0%
		FUTURE BUDGET	66.7%

measurement

Table 3 : Statistic of SNS

FINDING 3	ITEMS/SUBITEMS		%
SOCIAL MEDIA MEASUREMENT	IMPLEMENTATION STATUS	YES	53.3%
		NO	46.7%
	THE FREQUENT OF MEASUREMENT	VERY OFTEN	18.8%
		ALWAYS	50.0%
		MODERATE	18.8%
		SELDOM	12.5%
	THE LEVEL OF SUCCESS	YES, ALWAYS	31.3%
		YES, AVERAGE	37.5%
		YES, SELDOM	12.5%
		UNCERTAIN	6.3%
		NOT YET	12.5%
	ALIGNMENT WITH GOALS	REVENUE GROWTH	11.1%
		CUSTOMER SERVICE	33.3%
		COST REDUCTION	16.7%
		FIRM PERFORMANCE	16.7%
		BRAND EQUITY	19.4%
	ALIGNMENT WITH BUSINESS OBJECTIVES	OTHERS	2.8%
		BRAND AWARENESS	8.5%
		FOSTER DIALOGUES	6.8%
		IMPROVE SALES	20.3%
		ADVOCATES	8.5%
		BRAND LOYALTY	5.1%
		COMMUNITY GROWTH	16.9%
		SATISFACTION	16.9%
		ENGAGEMENT	13.6%
		INNOVATION	3.4%
	ANALYTIC TOOLS USED	GOOGLE ANALYTIC	12.5%
		FACEBOOK INSIGHTS	34.4%
		INSTAGRAM INSIGHTS	21.9%
		TWITTER ANALYTICS	6.3%
		GOOGLE+	6.3%

## 5 DISCUSSION AND FUTURE RESEARCH

At this stage, it can be concluded that social media adoption has mastered the key activities of small businesses including marketing and strategic management. However, many firms are facing barriers to the integration of measurement practices into their business routines. It was found that the smaller the size of the firm, the greater their concerns are to spend on three things: 1) brand marketing and advertising on a paid basis, 2) providing adequate and updated formal training and skills to the staff on effective social media adoption, 3) performing measurements on digital marketing practice that depends on the cost and technical knowledge. Plenty of firms leveraged SNS after being influenced by the trends and popularity without a strategic plan, guidelines or understanding a good digital marketing culture. It was also found that most firms still do not place reassessment practices on activities within the SNS medium as a necessity. They have no clear knowledge of SNS's ability to be optimized with various effective use tactics through a bit of investment and technical effort. This results in less impact on satisfactory performance, for instance, an inaccurate metric selection will cause firms to fail on measuring the post results for new product campaigns being run.

With the advent of social media tools and applications, various site metrics across multiple platforms reflect the measurement and analysis of non-standard data, thus affecting the preparation of reports and trends for some figures among businesses in the network. Therefore, firms are insisted to apply the distinct approach that might cause the requirement of qualitative and quantitative measures which is less considered and embraced by traditional and smaller

online marketers. More literature on social media measurement is sought from scholars to find the exact ways of resolving the upcoming more big data analysis on this nascent platform. This study has exposed literary and practitioners in SME Malaysia on understanding the importance of measuring their committed efforts in the SNS medium. The recent analysis provided will contribute the clear figure in regard to what extent do Malaysian SME measure their social media initiatives, as well as meeting the objective of this study.

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# Culture and political marketing: the case of female candidates in 2014 Parliamentary election in the Kingdom of Bahrain

Abdul Wahab Al Jawder & Khairiah Salwa Mokhtar

Email of corresponding author: [W\\_aljowder@hotmail.com](mailto:W_aljowder@hotmail.com)

## Abstract

This study investigates the female candidates' practices during the parliamentary election to explore their strategies in political marketing in 2014. Parliamentary election is at an infancy stage in the country. The area of the Arabian Gulf States is new to democracy and parliament election. Its culture is described as Arab-Muslim and tribalism that has its impact on the female candidates to the extent that they can be characterized as relationship-oriented candidates. The study applied Grounded Theory the appropriate strategy in data collection and analysis. Interviews were held with ten female candidates. Two daily newspapers (*Akhbar Al Khaleej* and *Al Ayam*), and social media (Instagram and Twitter), posters and advertisements were secondary sources. Data were collected in the period between 1<sup>st</sup> October and 31<sup>st</sup> December 2014. It would be better if the research covered earlier period. The findings show that the female candidates practices relationship-oriented approach of political marketing and were controlled by culture in their election campaigns. Furthermore, the female candidates relied on relationships with stakeholders to stand for election. The study contributes to the field of political marketing. The study provides more understanding of the Arab-Muslim culture which influences the parliamentary candidates in election in general and female candidates in specific.

**Key Words:** Political marketing, female candidates, Bahrain, relationship-oriented candidate, Arab-Muslim culture.

## 1. Introduction

Candidates use political marketing strategies to win in elections (Lilleker and Lees-Marshment 2005: 6). Political marketing is the use of commercial marketing concepts and techniques in politics. Candidates, governments and political parties operate the same principles in the commercial marketplace in their election campaigns (Kotler and Kotler, 1981; Lees-Marshment, 2010; Lilleker and Lees-Marshment, 2005). Political marketing is a social exchange process (Alderson and Martin 1965; Hunt 1976; Ardnt, 1983) to establish, maintain and enhance long-term relationships at a profit for society, so that the objectives of the individual political actors and organizations involved are met (Henneberg, 2002). O'Cass (1996) noted that the exchange process is accomplished when the voters cast their votes. In return, the candidate or the political party offers better government and policies after election. Lilleker and Less-Marshment (2005), Henneberg (2002) and Ravld and Gronroos (1996) noted that it is important to use the tools of political marketing to create relationship between the candidate and voters. Relationship marketing enables political party/candidate to create long-term customer loyalty.

Organizational culture influences the individuals' thinking; attitudes and behaviour. Schein (2004, p. 1) defined culture as it is "both a dynamic phenomenon that surrounds us at all times. Being constantly enacted and created by our interactions with others and shapes by leadership behavior, and a set of structures, routines, and norms that guide and constrain behavior". Culture involves beliefs and behaviour, exists at a various levels, and manifests itself in a wide range of features of organizational life (Hofstede, 1990). Organizational culture, in large part, comprises organizationally shared values, beliefs, and schemas (Lord and Maher, 1991) that influence the candidates' decision making and their political orientation. European countries for example, have long history in practicing democracy and election which became a culture. Voters in Europe select representatives based on individuals' decisions. Hofstede described societies in Europe

as individualistic (Hofstede, 1980). Thus, candidates and political parties need to persuade voters to select them not the others. This requires that the candidates should have more sales skills to persuade voters. German, Swedish, the USA and the UK political parties are characterized as sales-oriented parties (Maier, *et al*, 2010; Stromback, 2010; Knuckey, 2010; Lees-Marshment, 2010).

In collectivist culture such as Taiwan, political parties are increasingly aware of political marketing (Fell, and Cheng, 2010). Fell and Chang, 2010 found that the market-oriented party will generally defeat the product-oriented party and market-oriented party will generally defeat a sales-oriented party. In Malaysia, it was found that Malaysian political parties are facing with the group of voters that are very demanding and vocal in highlighting their issues and concerns (Badaruddin, *et al.*, 2013). Badaruddin, *et al.* 2013, added that the 12<sup>th</sup> General Election, 2008 has become more unpredictable and more challenging.

The influence of culture in Arab-Muslim countries on the candidates' campaigns is clearly observed in the slogans of the candidates. Al-Azzam and Al- Azzam (2014) noted that some candidates tend to exploit the religious feeling of voters by setting slogans that show their religious interests in order to persuade people. Al-Abed Al-Haq and Hussein (n.d.) found that 2.5% of Tunisians and Egyptians slogans in *Arrabea Al Arabi* in 2011 was based on the tenets of Islam ranging from Qur'an verses to Hadeth ( Prophet Mohammed's saying).

## **2. The Kingdom of Bahrain**

The Kingdom of Bahrain is located at the middle of the Arabian Gulf. The country is connected with Saudi Arabia by a 25 KM causeway. It became a constitutional hereditary monarchy in 2002. Its authority is divided into three authorities; Council of Ministers (*Majlis Al Wuzaraa'*), the Legislative Council-National Assembly (*Al Majlis Al Watani*) and the Judicial Authority (*Al Majlis Al Qada'i*). *Al Majlis Al Watani* is two chambers; Consultative Chamber (*Majlis Ashshura*) which consists of 40 appointed members, and Deputy Chamber (*Majlis Annwab*) which consists of 40 elected members. By implementing the bicameral legislative, the Kingdom of Bahrain established two systems in one legislative authority; the Islamic approach which represented in *Majlis Ashshura* and the European approach which believes in people participation in making decision in *Majlis Annwab*.

Women gained the leadership trust and hence they were appointed in higher positions (Supreme Council for Women, 2013). Statistics showed that women in the Kingdom of Bahrain represent 49.10% of the people (Central Informatics Organization, 2013). Women make up 31.84% of the workforces (*ibid*). The Constitution of the Kingdom of Bahrain 2002 guaranteed the political rights for both men and women to vote and stand for election. Thus, women in the Kingdom of Bahrain participated in election and enjoyed their political rights in voting and standing for election since the first parliament election in 2002.

### **2.1 Culture of the Kingdom of Bahrain**

The culture in Kingdom of Bahrain is described as mixed of Arab traditions and Islam teachings. Although, the Kingdom of Bahrain entered industrialization era since 1932 when oil was discovered to change the social and economical status, the society of Bahrain still live in a cohort and medium tribalism and following the teachings of Islam. Although, the people of Bahrain are modern, most of them are members and loyal and believe in the tribe (*Al Qabilah*) values. These tribes (*Al Qabilah*) are extended in the other GCC (Bahrain, Saudi Arabia, Kuwait, UAE, Oman and Qatar). Tribal society shared collective values. In tribe, junior individuals are loyal, obey and follow the orders of seniors- Head of the tribe (*Shiekh Al Qabilah*). The GCC is influenced by three regional ideological powers; Saudi Arabia (Muslim Sunni Salafists), Iran (Shea' Welayat Al

Faqeh) and Iraq (Muslim Sunni and Shea), which influenced the individuals' attitudes and behavior. However, the people of Bahrain were influenced by other cultures; still they are controlled by Arab traditions and Islam teachings. On his website, Hofstede (2014) ranked Arab countries such as Saudi Arabia and the other GCC countries are high in masculine index (MAS), high collectivist. The GCC people are proud being live in tribal structure society.

### **2.3 Women and Supreme Council for Women (SCW)**

The Supreme Council for Women (SCW) is the strategic partner for women in the Kingdom of Bahrain. SCW was established in 2001 with main aim of empowering women at all spheres of Bahrain society. SCW is headed by HRH Princess Sabeeka bent Ibrahim Al Khalifah, the wife of His Majesty the King of Bahrain to promote the status of women, promote better awareness of their capabilities, ensure that their rights are protected and help tackle problems in different spheres of society. SCW played important role in empowering women in all spheres including political practices (Supreme Council of Women, 2013).

In the 2014 Parliament election in the Kingdom of Bahrain, 22 female candidates stood for parliament election. Three out of 22 female candidates won the election and another three female candidates could stand for the second round of election, but could not win (Directorate of Election and Referendum, 2014). All of the female candidates used strategies and techniques of political marketing to stand for election. This study investigates the behavior of female candidates in the 2014 parliament election.

It is hard to investigate the election cycle ( from the 2010 to 2014 election) because most of the candidates starts their election campaigns activities only few weeks before elections and they stop them immediately after the election results are announced until the next election.

## **3. Methodology**

This inductive exploratory explanatory qualitative research applies Grounded Theory (GT) as it is the appropriate methodology to conduct this study. GT is a qualitative approach uses inductive reasoning depends on data in all steps of its procedures to develop theory of a phenomenon. According to Strauss and Corbin, 1990 GT is a qualitative research method that uses as systemic set of procedures to develop an inductively derived theory about a phenomenon.

Data were mainly collected from 10 semi structured in-depth interviews with 10 female candidates who stood for the 2014 parliament election in the Kingdom of Bahrain. The second source of data was documents from newspapers and social media and other documents such as posters, advertisements, announcements and brochures.

## **4. Findings**

The findings show that there were two groups of factors played big role in the female candidates' election campaigns. Internal factors; 1) apparent in media and in public, and 2) utilization of political marketing strategies. The external factors are represented in 1) culture in terms of masculinity, tribalism, stereotype of women and the concept of *Welayat Al Maraa'* (the rule of women), 2) support, and 3) unfriendly constituencies. The paper focuses on the culture impact on the female candidates' campaigns in the election.

#### **4.1 Masculinity**

Study that masculine culture has traits such as assertive, competitive, tough, and aggressive. Data show that there were 7 of the Informants stated that masculinity was the main challenge in her campaign.

#### **4.2 Tribalism**

In tribal societies, the members of the tribe follow the Head of the tribe orders and recommendations. Although, the tribalism was not exists in all the governorates but, there were three of the Informants noted that tribalism was the cultural factor that influenced their campaigns. The Head of the tribe plays important role in convincing the members of the tribe to select a candidate not the other.

#### **4.3 Stereotype of women**

According to Aronson *et al.* 1998 "*members of stereotyped groups often extra pressure in situations where their behaviour can confirm the negative reputation that group lacks a valued ability*". Aronson *et al.* 1998 called this pressure "stereotype threats". Female candidates faced such stereotype threats in their election campaigns. Most of the informants indicted that they faced some selected issues from Arab traditions and Islam issues such as "*Al Nessa' Naqesat Aqil w Deen*" which means (women are incomplete mind and religion), and *Hadeeth* of Prophet Mohammed (PUH) "*Ma Aflah Qumon walau Amruhum Imraa*" which means (people who are led by a woman would not success). However, most of Muslim scholars agree that the Prophet Mohammed said this Hadeeth (people led by a woman would not success) in certain occasion. The political societies (parties) used these issues as stereotype threat against the female candidates and led them to lose their balance on their campaigns.

#### **4.4 Welayat Al Maraa'.**

"*Al Welayeh*" means (to rule). Al Mansori, 2011, mentioned that there are two levels of *Welayeh*; *Welayeh Khasah* (private sphere) such as marriage and finance. The second level is the *Welayeh Ameh* (Public sphere) the holding offices. Al Mansori, 2011 stated that most of the modern Muslim scholars agree that Islam encouraged women and has no objection that women hold both private and public spheres including PM, but not the presidential position.

Islamic political societies (parties) used the issue of *Welayat Al Maraa'*. The informants indicated in their interviews that they faced the issue of *Welayat Al Maraa'* to extent that many of them that their objectives in their campaigns were shifted from convincing voters to vote for her to convincing them to vote for women.

#### **4.5 Were the female candidates a good political product?**

A candidate is a political product has attributes that attract the voters to select him or her not the other. Age, qualifications, appearance, personality and work experience are attributes that attract the voters.

Data show that 6 of the Informants' ages fall between 30-40 years old, 1 of them fall in the age 41-50 and 3 of them fall in the age between 51-60 years old. All of the Informants have work experience. Six informants hold higher qualification (PhD and Master), and three of them hold Bs degree.

Nine of the Informants stood for election as independents, and one of them represents her political society (party). Three of the Informants have experience in elections. They stood for parliament election in the past. Seven of them stood for election for the first time. The Informants faced tough competition from ideological societies (parties). Nine of the Informants stood against



4 to 7 men competitors, and one of them stood against 12 male competitors. Two of the Informants stood against other female candidates.

To investigate the female candidates' awareness of political marketing, the informants were asked to define political marketing. An informant believes that political marketing is sales process. Another Informant believes that a candidate is product that should be sold. Another Informant mentioned that it is the ability and skills of sales.

On the other hand, an informant said that political marketing is all about media campaign. She stated;

*"Frankly I do not know what political marketing is. But for me I conducted a media campaign. I had to do all activities of the media campaign. ....Political marketing is not a primary part but it was media campaign. Political marketing was a part of media campaign; it was the whole process of the election".*

The informants responses show that most of them believe that political marketing is about selling the political product (the candidates) which needs sales skills and strategies to do so.

#### **4.6 Unfriendly and friendly Constituencies**

Data show that there were some governorates and consistencies can be called "*unfriendly constituencies*". In these constituencies, female candidates could not collect votes that qualify them to win. On the other hand, there were some constituencies can be called "*friendly constituencies*". In these constituencies, female candidates were supported by voters and other institutions and enabled them to win or could stand for the second round and collected good votes share in election.

#### **4.7 Supporters**

There were some civil institutions that support the female candidates. SCW was the strategic partner of the female candidates. SCW provided logistic support presented in workshops and courses to enable and empower the female candidates in their election campaigns.

#### **4.8 The Power of Relationship**

The culture of Bahrain as it is described earlier controlled the female candidates to extent that they selected to create relation networks. The Kingdom of Bahrain is small country and people almost know each other. In such a culture, people have relations in the societies. The Informants heavily relied on their relationship in conducting their election campaigns.

All of the Informants relied on their relations to conduct their campaigns. Relations refer to close families (brothers, sisters, father and mother), their relatives (members from same family such as cousins, uncles ...etc.), friends, social characters, and the people who work in media (newspapers, social media admins).

### **5. Conclusion**

This paper discussed the cultural factor as one of the external factors that influenced the female candidates' election campaigns. The female candidates were relationship-oriented. The Informants were controlled by the Arab-Muslim culture.

The study contributes theoretically. The study focused on culture factor as it plays big role in candidates' strategies. The study contributes methodologically. Implementing GT enables the researcher to analyses data to reflect the reality of the scene. Moreover, the study suggested some recommendations to improve the female candidates to face the cultural factor.



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## **Preventing Terrorism among Ghanaian Muslim Youth: Realities and Challenges**

Mohammed Zulkarnain & Mohamad Zaini Abubakar  
School of Social Sciences, Universiti Sains Malaysia, Penang, Malaysia  
Email of corresponding author: [zulkurunmalay2011@gmail.com](mailto:zulkurunmalay2011@gmail.com)

### **Abstract**

Although extremism is an old phenomenon, the pursuit to find measures to combat it reached an upsurge after the major attacks in many European countries and America, leading many countries and the international community to take severe measures to prevent this menace. Over the past couple of decades, Ghana has won a hard-earned reputation as a stable and settled product of democracy. Despite these efforts, the African continent is plagued in recent times with Muslim radicals and terrorists' activities from some militant groups such as the AQIM, Boko Haram, Ansar Dine and MUJAO. While Ghana has been far from being victims of any such attacks and consequently recorded no valid cases about Ghanaian Muslim youth involvement in such acts; Ghana's location in the West African region renders the country's youth more vulnerable to terrorist recruitment. This concept paper therefore assesses the possibility of Ghana's Muslim youth becoming a target of terrorist recruitment and possibly launching attacks or serving some major terrorist group across the region. It also examines some of the challenges faced by Muslim religious leaders in fighting against extremism and radicalization. Analyses of secondary data revealed that, there are no Muslims terrorist cells currently operating in Ghana. However, certain conditions prevailing in the country heighten the possibility of becoming a target of terrorism or a safe haven for terrorist groups. The analyses further proved that, Ghana has put in place measures such as legislations and institutions to ensure that any terrorist attempt at the country is averted. The paper finally offered some recommendations for policy consideration which include among others, granting a semi-autonomous status to some local Islamic organizations to work hand-in-hand with governmental institutions to alleviate any threats from Ghanaian Muslim youth extremists.

Keywords: Extremism, Muslim youth, Terrorist recruitment, Muslim religious leaders, Challenges

### **INTRODUCTION**

Ghanaian Muslims and people around the world worry about rising extremism, whether perceived or real. Any responsible Muslim youth who is focused in achieving a better future will never want to become part of any militant group at all in life. Boko Haram, AQIM and ISIS are the world's most violent insurgent groups that pose threat to the Ghanaian Muslim youth.

Ghana has a very good reputation for being comparatively peaceful and stable country in an unstable region. Violent extremism and religious radicalization have significantly impacted other countries in the West African states, especially in light of the conflict in Mali, Niger, Libya and the increase terrorist violence in northern Nigeria. Ghana's relative stability has meant that it has attracted less attention than its neighbors in international and regional security debates. (Loada & Romaniuk, 2014)

Terrorism has become a major threat to youth development in the world-over; it remains one of the most continuing challenges to international peace and security in the twenty-first century. Terrorism- according to scholars- is becoming more complex. In the West African region, the militant group Boko Haram has been causing havoc in the northern part of Nigeria, Niger, Cameroun and Chad by recruiting many Muslim youth. These youth are being trained to fight the

central government and target innocent people who do not share the same ideology with the militant group. The youth are being convinced that their fight for the group is in defense of Islam (Muggah, 2016).

It is believed that terrorist groups have thousands of members and followers which majority constitute Muslim youth. Alfred (2016) believes that those Muslim youth under the terrorist groups play different roles loyally to the group. Many of them have been recruited to be fighters while others play supportive roles by engaging in drug smuggling and logistics.

## **BACKGROUND**

Ghanaian Muslim Youth are the vertebrae of the Muslim society in the country, both its young and old. They are a major component of the society. If they are guided rightly in the beginning, they are the ones who determine what the future of Islam would be in Ghana. This is because majority of projects and programs are done by youth, and have changed the world through education, writing and working revolutionaries. They changed the world both good and bad (Ibrahim, 2010).

The news of the young Ghanaian Muslim (Nazir Alema) joining the militant group ISIS has resulted in a national debate on how to strengthen governmental religious leaders cooperation across Ghana and whether the nation needs to improve capacities for intelligence sharing (Citi 97.3 fm, 2015). But this is only one side of the issue. What is missing from the debate is a better understanding of how prevention works and why we need it. In this paper the researchers look at some of the models that were developed to prevent terrorism and violent extremism among Ghanaian Muslim youth.

There are quite a number of Ghanaian Muslim youth who are believed to be fighting on behalf of Islamist groups in the region, a senior national security officer in Ghana has long been warning of the threat they posed if they return from Syria, Libya or Iraq (Kwawukume, 2015).

According to the World Bank, 48% of Ghanaian youth are jobless. In its report, the World Bank revealed that the Ghanaian youth between fifteen (15) to twenty-four (24) years do not have jobs (Alotey & Opoku, 2016). Majority of these young men are from the Muslim community in Ghana. Even though in Ghana many Muslim youth use the world-wide web for research, learning, social networking and to just pass time, the most religious youth among Muslims, use the internet to access more information about the militant groups. Security experts believe that the militants reach the youth through internet. In recent time, debate around radicalization has risen, which is complicated by different concepts and processes that intersect and overlap each other. The freedom of movement in Ghana is also a factor for easy Muslim youth recruitment by the agents of the militant groups. While terrorist groups were increasingly recruiting young people into their ranks, there is the need for authorities to be at the heart of efforts to counter violent extremism and promote peace. Young people around the world bore the brunt of violent extremism; they lacked a seat at the negotiating table when issues of international peace and security are discussed (Mpoke-Bigg, 2015).

Religious people are not supposed to be predators that use the young people to fulfill their individual interests, but in these days, it seems like religious people are creating wars and brainwashing youth; at least in the peoples' eyes. Religion is being manipulated as same as youth being misused. It is the people who are using the name of the religion to push their political agenda to wage wars and to instigate hatred among people and not that of the religion (Ibrahim, 2010).

On July 18, 2008, the Parliament of Ghana passed an anti-terrorism bill into law. According to news reports, the aim of the new legislation is "to suppress and detect acts of terrorism, prevent the territory, resources and financial services of the country from being used to commit terrorism acts and to protect the rights of the people in the country to live in peace, freedom and security" (myjoyonline,2008).

## CHALLENGES

Adusei (2014) believes that one of the major challenges confronting Muslims in Africa today is how to tame or reverse the tide of terrorism sweeping across the continent. There is a strong belief among policymakers that terrorism in Africa is largely the product of economic hardship, poverty, unemployment, illiteracy, corruption, alienation and economic, social and political marginalization and dispossession of the masses.

Violent extremism remains as a recognized main challenge of Ghanaian Muslim youth in this time. Many Ghanaian Muslim youth face difficult challenges towards extremism and radicalization (Mpoke-Bigg, 2015). Adusei (2014) believes that, the high unemployment rate among Muslim youth could be the main factor for them to engage and adopting extremists' ideologies, hence young Ghanaian Muslims are very vulnerable and easy target for terrorists .

Munir (2015) has attributed the cause of youth terrorism to three (3) reasons:

- **Sectarian divisions**  
To prevent Muslim youth from terrorism, the phenomenon of the fight among Muslim leaders in the world must be put to an end. Muslims must unite and halt the sectarian violence within Islam. The divisions through internal strife among Muslims have caused fueling conflicts which paved the way for terrorism.
- **Normalized violence**  
Direct exposure to sectarian violence within Islam has not only resulted in homegrown terrorism in certain parts of the world, but it has also normalized violence.
- **Social and religious networks**  
The availability and affordability of internet in Ghana has contributed immensely to the challenges among Muslim youth in defending their doctrine through social and religious net-works.

## THE ROLE OF YOUTH IN ISLAM

Islam recognized the role of youth and regards it as an important period in the entire life of the human-being. It is the time which opinions, habits and beliefs are formed. This period is so important for the personal development than any time throughout the life time of the individual. Youth is the most vital stage of life, worthy to make the best use of it and to strive toward excellence. Youngsters are full of energy and vivid passions. Their road is paved with hope, persistence and enlightened thinking. Indeed, it is the period of beneficial production for generations to come. Muslim youth must be aware of the essential importance and value of their life, direct it to the right way in order to achieve the best outcome. Islam takes very special care of the youth, and urges youngsters to make the best use of this valuable period of their life. Every Muslim shall be asked by Almighty Allah about his or her life in the Hereafter, but the period of youth has a special reckoning of Allah. The Prophet Muhammad (PBUH) said:"The son of Adam will not pass away from Allah until he is asked about five things: how he lived his life, and how he utilized his youth, with what means did he earn his wealth, how did he spend his money, and what did he do with his knowledge" (Narrated by Imam Tirmizi). Islam emphasizes the merits of young people developing knowledge and understanding of Allah's guidance, adhering to His commands and aspiring to be the best, by performing good acts. Young people have the physical and mental abilities for being mindful of Allah in all aspects of life. As human beings get older, they start losing the enthusiasm and the power of their good old years (Islam and Youth, 2011). Islam placed youth in high level; youth are considered light and peak of the society. Allah emphasized many times in the Quran, so is the prophet Muhammad (PBUH). Nearly all the prophets were youth and those who believed, supported and stood by them were youth as well. For example, people who believed Prophet Muhammad (PBUH) at the first stage of the revelation were youth. Few examples of them were, mus'ab bin 'Umair, Ali bin Abi Talib, Usama bin Zaid, Asma, and 'Aisha bint AbiBakr. They basically sacrificed their entire lives, properties, and

energies for Islam and Muslims. The Prophet was fully mindful of the potential of the youth. With his incredible foresight, he utilized and empowered the youth in his community. They were taught how to be real men and real women and indeed their greatness was visible through the extraordinary contributions they had left behind (Ahmed, 2016).

According to Hamid (2003), Zayd ibn Thabit was among the generation of youth who were empowered by the Prophet. The Prophet (S.A.W) saw that Zayd had a sharp intellect and an unwavering thirst for knowledge. Hence, he empowered him through scholarship. He instructed, Zayd, to learn Hebrew. Through the guidance of the prophet, the youth in his never involved in any radicalization act. Once, a certain man urinated in the premises of the Prophet's mosque; the youth among those sitting with the Prophet Muhammad at that moment went to beat the man, but the prophet advised them to leave him, and they should know that, they were sent to mankind to be merciful not radicals. Truly, the youth at the Prophet Muhammad era were very merciful to mankind.

Allah said, *"Allah is He Who created you in (a state of) weakness, then gave you strength after weakness, then after strength gave (you) weakness and grey hair. He creates what He wills. And it is He Who is the All-knowing, the All-powerful"* (30:54). The Prophet also said, *"Take benefit from five before five: your youth before your old age; your health before your sickness; your wealth before your poverty; your free-time before your preoccupation; and your life before your death."*

Any youth can be an effective leader when they are provided four things; first is education both Islamic and academia; second is guide and role model; third is involvements; and fourth is affiliation. Education is a cornerstone of our lives; it provides its person stabilities in all spiritual, financial, social status, freedom, security, direction and goals. Therefore, it is the first step of good life in this world and after. Guide and role model bring reassurance, confidence of one's work, motivate, and encourage him or her to do more and proceed further, because life would be impossible without guidance (Ibrahim, 2010).

## **PREVENTING MUSLIM YOUTH FROM TERRORISM**

Activities of militant groups in the West African region have claimed the lives of many innocent people in mosques, hotels, police stations and market places. This act is enough to put fear and panic in the people of Ghana. There is the need to put this shameful act to an end especially among Muslim youth (Abdulai, 2015). As young Ghanaian Muslim fall victim to militant groups like Boko Haram and ISIS, millions of cedis have been spent on prevention programs. There are also many anti-radicalization efforts within the Muslim community, including groups and individuals reaching out to alienate and troubled Muslim youth.

To successfully prevent Muslim youth from terrorism, Ghana Muslim leaders and the state authorities must ramp up efforts to prevent more Ghanaian Muslim youngsters from being lured into terrorism as a result of extremist's propaganda, the effort to prevent young Muslims from terrorism must be on two levels, adding to what the state has been doing to curb the situation.

**LEVEL ONE:** The task of the state which should involve the following measures:

## **TRANQUILITY CAMPAIGN**

This campaign was established by Saudi Arabian authorities in their effort to curb extremism among the youth who sympathize with militant group through internet. The Internet has become the main battleground in the struggle against al-Qaeda ideology. The ISIS, which is very active in social media, attracts the young people, both literate and semi literate, from developed as well as underdeveloped countries. Both male and female youth leave their homelands to join this terror outfit. ISIS, a terror organization that has no shortage of money,

claims that it has already lured thousands of fighters and sympathizers from all over the world and they are ready to fight for establishment of an Islamic Caliphate (Verma, 2015).

To prevent Muslim youth from adopting ISIS ideologies, the Saudi government has endorsed an independent project called the Tranquility (al-Sakinah) Campaign, which was initiated four years ago by a small group of volunteers. It has since grown to more than sixty-six (66) volunteers, including eleven (11) women, composed of religious and academic scholars, psychiatrists, sociologists and other specialists equipped with Internet skills. The volunteers visit extremists' websites, chat rooms and forums to engage in online dialogue in order to curb the spread of radicalization and recruitment over the Internet. The campaign consists of several specialized sections. The Scientific Section is composed of religious and academic scholars, psychiatrists and sociologists who engage in dialogue with extremists. The Psycho-Social Section is composed of psychiatrists and sociologists who study the psychological and social dimensions of the fanatical and extremist groups. This section also provides advice to families and individuals who suffer from the problem of extremism or ideological deviation. The Monitoring Section monitors all Internet forums, websites, chatrooms and other materials circulated over the Internet. The Publishing Section is responsible for the dissemination of fatwas, opinions, advice and tapes in locations such as Internet forums, chat rooms and electronic news groups. There are other sections, including the Design Section, the Service-Site Section, the Public-Relations Section and the Supervision and Planning Section. This campaign if implemented in Ghana will help curb the phenomenon of youth radicalization in the country (Ansary, 2008).

#### **APPLYING SECURITY AND SURVEILLANCE POLICY**

The second task for the government in preventing Ghanaian Muslim youth from terrorism is the security vigilance against the terrorists, so:

- The government of Ghana should charge the security agencies to take the threat of ISIS and its agents in Ghana at utmost concern, and figure out some measures to be taken to deal with their representatives, and launch active counter-terrorism as well as de-radicalization programs.
- Security agencies should also monitor the workers and students returning to Ghana from terror affected areas.
- Ghanaian security agencies should collect the factual data of Ghanaian Muslim youth who have gone abroad to join ISIS or persons who are working for ISIS in Ghana so that remedial measures can be taken.
- Intelligence agencies should also monitor foreign Islamic charitable organizations in Ghana (Verma, 2015).

#### **MONITORING THE ISLAMIC PREACHINGS**

Islamic propagation in Ghana has been for a very long time, started by individuals and grown to be at the level of organizations. According to Knoope & Chauzal (2016), growing Sunni support is mobilizing a new generation of worshippers in Ghana. This is based on ballooning economic despair, which provides fertile soil for anti-elite, anti-Western, anti-clergy and anti-elders, etc., narratives. It gives these religious 'players' a symbolic and comparative advantage over the old, existing hierarchies. In Ghana, these same factors pose a more acute risk because of the proximity of the ISIS front and the recruitment activities reported within the country by the national security leader Baba Kamara. Somewhere in October 2006 the National Chief Imam, Shiekh Osman Nuhu Sharabutu warned against the activities of an alien Muslim preacher, who has been preaching disunity and instigating Ghanaian Muslims to take up arms to support fugitive Osama bin Laden (Modern Ghana, 2006).

Salafists are gaining ground in Ghana through night and inter-states preaching; at times they invite other scholars from Togo, Benin, Niger and Nigeria. This action calls for security apparatus

and Muslim religious leaders in Ghana to be vigilant and be monitoring the actions of people involved especially the strangers. Tackling these kind of issues require a great deal of work from the state.

### **TOTAL COLLABORATION BETWEEN THE STATE AND MUSLIM LEADERS**

In order for the government to succeed in the fight against radicalization and extremism among youth, there should be a total in collaboration between government and the Muslim religious leaders. The state in collaboration with some peace and security institutions in Ghana should organize special training for these leaders. The leaders in their turn after gaining the skills will organize workshops to train local Imams on how to educate the youth to abstain from radicalization. The government must also monitor the affairs of these leaders from time to time.

**LEVEL TWO:** The role of non-state actors in preventing the Muslim youth from terrorism:

### **CREATING EMPLOYMENT CHANCES FOR MUSLIM YOUTH IN GHANA**

The unemployment crisis is a ticking bomb, security expert Mustapha Abdallah has suggested that the high rate of unemployment in the country could force more youth to join terrorist groups; the state of unemployment in Ghana poses a security threat to the country (myjoyonline, 2015).

Terrorism is a new phenomenon to Ghanaian Muslim youth. Muslims make up an estimated 13%-18% percent of Ghana's population; large Muslim communities can be found in the northern part of the country and few in the coastal areas (Ghana Statistical Service, 2010). Traditionally, Ghana's Muslims are moderate, with the community peacefully seeking participation in politics. Although Ghana is a secular state, it is essentially a Christian country because of the dominant Christian population. However there is no perception that Islam is 'alien', despite the fact that it came to the country before Christianity. The extremist militants exploit sub-standard socioeconomic conditions of the youth, and the government's inability to provide basic services, by positioning themselves as providers of assistance.

ISIS capitalizes on the poor nature of the Muslim youth to lure them into violent extremism and radicalization. According to Mullen (2015), they provide a utopian political project, the so-called caliphate, the centralized Islamic rule, they also provides these deluded young men and women with an adventurous trip as a reward for allegiance. ISIS loyalists receive gifts from Allah including a house with free electricity and water provided to you due to the Khilafah (the caliphate or state) and no rent included. This is more enough to convince any frustrated Muslim youth to join the militants.

To help curb this situation, Muslim leaders in Ghana should collaborate with the various Islamic Non Governmental Organizations (NGO) to formulate policies and create jobs for the young Ghanaian Muslims who are much vulnerable to "ISIS" recruitment. It will be very good if Muslims in Ghana would learn from their Christian counterparts and emulate how they create several chances for the weaker among them.

### **EDUCATION**

One of the strongest steps to prevent extremism among Ghanaian Muslim youth is a long-term educational policy that would support Muslim communities to address the rise of religious extremism in their midst (Sahin, 2016). This, according to Sahin (2016) has been the heart of the problem and the predominance of an indoctrinatory approach to learning and teaching about Islam, and it confines Islamic education to uncritical transmission of a revered set of texts. It is a form of Islamic education that exploited by extremist recruiters in both majority and minority Muslim societies.

Many radicalized Muslims, who join militant groups, have shown to be religiously illiterate. They are attracted by such organizations out of political zeal or a feeling of disenfranchisement in their



personal conflicts and societies. The fight to prevent Ghanaian Muslim youth violent extremism is largely a battle of ideas. Getting religious education right and getting it early is a key to preventing the spread of radical ideologies. Ghanaian Muslims, both young and old, must become better educated about the religion, particularly with regards to war and peace. Muslims in Ghana require modern and contextual understandings of the faith by qualified scholars. This not only helps to build sound knowledge but also a solid Ghanaian Muslim identity. In Ghana, Islamic studies are taught in Madrasa (MAKARANTA) on weekends, government schools under "Islamic education unit", in the mosque and some private institutions (Al Jadda, 2014). The task of Muslim leaders in Ghana is to provide young Muslims with Islamic literacy that integrates reflective thinking skills and intercultural understanding to help them engage intelligently and confidently with their faith heritage and wider society. One can argue that, the kind of inclusive religious education provided in many Ghanaian schools would complement such an approach by enabling students, including young Muslims, to develop a contextual understanding of Islam and its contemporary expressions. Instead of surveillance, Muslim leaders need to encourage collaboration between secular teachers and Muslim educators. This would help pupils to be better informed about Islam and build competence among Muslim students to challenge unbending interpretations of their own religion (Sahin, 2016).

However, parents and guardians must monitor their children regarding what their being taught in the mosques and schools. Because there is no guarantee that those imams or the teachers will not preach extreme ideologies. Ghanaian Muslim youth extremism can be defeated by strong and competent internal Islamic intervention. The struggle against extremism needs to include a measured, long-term educational response where Muslim communities, without being stigmatized, can join wider civil and educational efforts to counter it (Sahin, 2016).

### **YOUTH INVOLVEMENT IN COUNTERING EXTREMISM**

Young people can have an active role in developing counter-narratives. Experience in youth engagement in the prevention of other anti-social and or risk behavior, such as trafficking, drugs abuse, violence etc. seems to suggest that the youth can play an important role in countering discourse that contributes to extremism and terrorism (OSCE, 2014).

Rushing fresh resources into new areas from where Muslim men have travelled overseas to join ISIS and other jihadi groups (Quinn, 2015).

### **THE ROLE OF MOSQUES**

In Ghana, mosques are found on nearly every street corner, making it a simple matter for Muslims to attend the five daily prayers. The mosque has to be at the heart of all life's positive and constructive activities, so that we raise righteous generations. No mosque should tolerate violent talk. However, in some mosques in Ghana, committees do ignore quite a few harmless extremists, thinking they are extremist but not violent. According to Siddiqui (2016), these are people who are religiously conservative, but do not practice faith in a respectful manner. Rather, they seek to impose their views on other Muslims. This behavior undermines the respect for diversity in understanding and practicing Islam within the Muslim community that has existed since its inception. Our greatest scholars exercised this respect for differences in opinion centuries ago. We of lesser knowledge are obliged to follow their example. But for modern-day extremists, there is only one correct view on Islamic issues ranging from how to pray, to how to dress and eat.

Muslims in the Ghanaian society need to develop a strategic plan because most Muslim community leaders are quite concerned about Muslim youth. However, this concern normally does not translate into a plan. The plan must find answers to how the youth should learn Islam.

How does negative information on the web impact them? What influences them to engage in extremism? What is the impact of war on terrorism on their personalities? How can the community help them? (Siddiqui, 2016).

In line to monitor the activities of some Muslim extremists in the mosque, Siddique (2016) asserted that, the authorities should pass the following resolutions and publicize them.

It is important to clarify some positions for all attendees of mosques:

- The person should clearly state zero tolerance policy toward any type of extremism in the Masjid;
- All teachers, Khateeb, and anyone running a program in the Masjid must sign a policy statement and guidelines;
- There should be a clear statement which articulates the responsibility toward the well-being of the community and the neighbors.

### **FUTURE CHALLENGES AND CONCLUSION**

In general, Ghana as a country enjoys political and social stability, peace and economic development that most citizens do not want to relinquish because they have a stake and interest to keep it going.

The success of preventing radicalization and extremism among Ghanaian Muslim is due to a host of factors. Ghana is a minority Muslim state but majority of its Muslims are moderate, a situation born out of several circumstances and factors. Ghanaians in general are peace-loving people with a culture of tolerance and willingness of helping. Ghanaians are also known to be more religious people but they are not fanatics. Ghanaian Muslims' understanding of Jihad is not translated as armed struggle, but that of a moral struggle (Harun, 2016).

The office of the National Chief Imam, an important pillar of Ghanaian Muslim society has always acted as a pacifier, provider of moral guidance and a symbol of mediation in an adverse situation. As the head of Islam, the Chief Imam has the authority, both at the formal and informal levels, to guide religious activities and orientations.

By any standard, especially in the Muslim world, violence resulting from religious extremism and militancy in Ghana is an exception rather than the rule. Unlike Nigeria which is going through a period of intense terrorist activities, Ghana does not have the dynamics of militancy and political instability that can precipitate upheavals to the country. Ghana's Islamic radicals do not have the strength or the grounds to galvanize the support of the masses (Harun, 2016).

### **CONCLUSION**

In conclusion, it is observed that confrontations between Islamic youth extremist groups and the government in Ghana is an exception rather than the rule. They do not take place on a large scale or nation-wide, but are confined to certain groups with demands ranging from reforms within existing socio-political framework to a regime change by force. The state introduced laws, some of them controversial, to deal with the challenges and threats to its national security. The success of Ghana's de-radicalization program can be attributed to several factors, of which the most important are its societal values. The Ghanaian political system and societal values do not allow religious extremism and militancy. The state and society find consensus on the value of moderation, the understanding of Islam as a religion of peace and the appropriate strategies to deal with contestations coming from extremist groups and individuals (Harun, 2016).

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# **Joining Parti Amanah Negara (Amanah) and Leaving Parti Islam seMalaysia (PAS): The Case Study of Amanah Party Activists in Terengganu**

**Wan Rohila Ganti W.A.Ghapar<sup>a,\*</sup>, Che Hamdan C.M.Razali<sup>b</sup>**

<sup>a</sup>School of Social and Economic Development, Universiti Malaysia Terengganu

<sup>b</sup>Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Pahang Branch

Email of corresponding author: [wrg2110@gmail.com](mailto:wrg2110@gmail.com)

## **Abstract**

Party activists are assets to the political party. Their contributions to the party in terms of time, money and energy are undeniable. They are the strongest supporters of the parties and candidates during elections, very loyal and dedicated to the party and research shows that the more active members a party has in a constituency, the more votes it will win there. This paper explores the factors that drive individuals to become political party activists of a newly established party, Parti Amanah Negara – Amanah (National Trust Party). Then it is followed by a discussion on why do they leave the party (Parti Islam seMalaysia – PAS) they once became very active. The discussions are mainly guided by the General Incentive theory that suggests seven incentives that motivate individuals to become party activists. The last part briefly analyses the future and prospects of Parti Amanah Negara in the next 14th General Election, specifically in Terengganu, the PAS stronghold state. The respondents reveal that ideological differences between them and the former party are too great and they are more skeptical about the value of political engagement through PAS. This study also opposes the existing literature that the tendency for ideologically-extreme activists to leave the party is lower compared to the moderate activists since all the respondents were former active PAS activists in Terengganu and had been with party for years.

**Keywords:** Party Amanah Negara, Parti Islam seMalaysia, General Incentives model

## **1. Introduction**

The ultimate goal of political parties in democratic world is to gain political office through elections. Their other objectives may be broader than just winning election, but electoral success is always the central objective. In order to secure the votes and maintain people supports for the political parties in the elections, and make them understand and approve party policies and leadership, a strong team consisting of loyal, committed and faithful party members is necessary to give the parties life, shape and permanence (Blake, Carty, & Erickson, 1991; Layman, Carsey, Green, Herrera, & Cooperman, 2010). This group of party members is known as political party activists that aims to see their desired candidate or party gets support, remains relevant and acceptable, wins the elections and forms the government (Milliar, 2012; Clark, Khan, & McLaverty, 2002; Vergani, 2014). Political party activists are unique people. They are unusual people because they voluntarily become active in a costly activity and take vigorous actions in politics (McLean & McMillan, 2003) like coordinating various party programs, attentively attending meetings and other party programs and making sure the party remains relevance. Majority citizens, on the other hands, choose to free – ride rather than getting involved with political and party affairs, as the benefits are already reaped without being political party activists. Not surprisingly, political party activism attracts only relatively small numbers of individual (Whiteley, Seyd, & Richardson, 1994). Scholars have been bewildered by the motives behind their decisions to be active participants in political parties. They have to be incentivized, proposed

(Whiteley & Seyd, 2002). They then formulated seven cost-benefits and value-norms incentives that motivate political party activism that is called the General Incentives Model.

Unfortunately, many political parties faced a significant decline in membership and grassroots party activism (Biezen & Poguntke, 2014; Mjelde, 2015; Ponce & Scarrow, 2014; Ingrid, Mair, & Poguntke, 2012). It is worrying phenomenon since activists and members are the central spines to the political parties, hence, this absence of a voluntary dimension to party activity has directly weakened the performance of political parties and their organizational capacity and threatened the future of democracy. Studies reported that the main reason for party activists to leave the party is the ideological differences between them and their party were too great (Dassonneville, Blais, & Dejaeghere, 2015; Wagner, 2016). There is a tendency for more moderate members to leave the party when they feel the party is loosening its ideological stance compared to more ideologically extreme activists. The altruistic - based activists leave the party when they think that they have little influence on the party line, and their involvement in political parties do not give any impact on society. The ideology promoted by the party is not well-translated into action, thus, keeping them away from that political party. They are more skeptical about the value of political engagement through parties they once joined.

## **2. From PAS to Amanah**

This study throws light on the factors that lead someone to become committed political party activist while others refuse to do so and the factors they decide to leave the party they once became very active. Attention is given to the former activists of Parti Islam seMalaysia (PAS) in Terengganu, a PAS stronghold state in the northeast of Malaysia. The first part of this paper focuses on the factors they chose to be political party activists, followed by the factors that led them to leave PAS and join a new party, Parti Amanah Negara (Amanah). Lastly, this paper concludes with a discussion on the future and prospects of Amanah in Terengganu and how its emergence may affect PAS' performance in Terengganu.

Historically, the organizational conflicts that lead to splintering and factionalism in PAS previously befell due to the differences in their political approaches and strategies. It is not peculiar when PAS top leaders and committed members left the party to form a new party as a result of internal fractions and dissatisfaction. The 1960's three-cornered leadership crisis of PAS in Terengganu and the internal clash between the "Old Guard" led by PAS President, Asri Muda against the "Young Turks" of the ABIM prominent figures such as Abdul Hadi Awang, Fadzil Muhammad Noor and Nik Abdul Aziz Nik Mat are two crises worth mentioning. Asri Muda, for instance, left PAS in 1983 to form HAMIM. Others left and formed Parti Islah Malaysia and Angkatan Keadilan Insan Malaysia (Wan Saiful, 2017). Whether these splinter parties survived or otherwise is another story. With the fading influence of the Old Guards, the Young Turks in PAS were pushing for more extensive and intensive Islamization process in the country. They relied on the issue of establishing an Islamic state to rival UMNO's nationalistic and secular ideology. PAS's success in wresting back Kelantan in 1990 was generalized as Malay-Muslim acceptance of PAS' Islamic state. However, the general election results in the 80s and 90s indicated the extremely weak support of the non-Malays for PAS. PAS understood the message and demonstrated its readiness to compromise its Islamic state and Hudud principles.

The combination of *ulama* and professional has shown the wave tolerance within party. *Ulama* faction generally adheres to a conservative interpretation of how Islam should be applied to public policy. They also hold an exclusivist view when it comes to dealing with non-Muslims, believing that major policy decisions affecting Islam must be mainly in the hands of Muslims. The

progressive faction in PAS, on the other hand, are commonly called the professionals, implying that they come from professional backgrounds as opposed to the usually traditionally educated *ulamas* (Wan Saiful, 2017). PAS' commitment to uphold democracy and support reform movement could be seen through its association with other opposition parties and NGOs, whose members are multi-ethnics. Moreover, this development brought the new approaches in dealing with the sensitive issues regarding the relationship between Muslim and Non-Muslim (Kasim & Ahmad, 2002). PAS then joined a tripartite alliance known as Pakatan Rakyat (PR), headed by Anwar Ibrahim. PR, comprises of Democratic Action Party (DAP) and Parti KeAdilan Rakyat (PKR), relentlessly tried to impose viable alternative *vis a vis* the ruling government of Barisan Nasional (BN) in the next general election. PAS, now holding 23 parliamentary seats, the least number of seats in PR, understandably occupies the lowest rung of the political power hierarchy within the alliance. This status quo does not go down well with PAS members who believe that the party commands no influence at all within PR. This development has given birth to 'the reformist Erdogan faction that had managed to reinvent the party to such an extent that it was able to join the Pakatan Rakyat coalition and present itself to the wider Malaysian electorate (including non-Muslims) as a viable alternative to the UMNO-led BN coalition' (Farish, 2014). For *ulama* camp, remaining in PR dominated by multi-ethnic DAP and PKR means that PAS runs the risk of giving up its fundamental vision of state and society based on Syariah (Islamic law) that the party has long been championing (Hamayotsu, 2010).

Behind the veil, this development has sparked the internal conflict between the reformists and the conservative *ulama* camp (Farish, 2014). The absence of diplomatic approaches in handling the conflict has worsened the psyche war between the two camps. Later, the en masse rejection from the PAS members during its 61<sup>st</sup> *muktamar* (general meeting) in 2015 was the turning point that saw the progressive group within the party stray to the new path. All the PAS stalwarts from this progressive group lost their positions in the party and have then left PAS including Mohamad Sabu, Salahuddin Ayub, Dzulkefly Ahmad and Khalid Samad. Started with the movement called Gerakan Harapan Baru formed in Johor, this group drifted to form Parti Amanah Negara or Amanah. Amanah was officially launched on 16th September 2015 with former PAS deputy president, Mohamad Sabu was appointed as a President and other high ranks leaderships was held by the former leaders of PAS mixed with the top figures from NGO IKRAM (Pertubuhan IKRAM Malaysia) and ABIM (Angkatan Belia Islam Malaysia).

Over the years, the competition over Islamization process in Malaysia is between PAS and UMNO. Now, PAS suddenly has a new competitor who is also staking a claim on the right to define and shape the discourse on political Islam in the country (Wan Saiful, 2017). Amanah promotes the motto of '*Amanah, Progresif, Peduli*' (Trustworthy, Progressive, Caring) with the hope 'to redefine the Islamic movement to a newer, bigger framework that fits the national agenda, and sees the movement as a continuation of what was left by the Prophet Muhammad' (Mujahid, 2015). It tries to posit itself as a progressive and inclusive Islamist party and offer itself as an alternative to PAS, whose discourses are dogmatic and exclusive. It tries to persuade the middle – class urban voters to view the party as a new platform for future Malaysia that would not marginalise and discriminate any segment of Malaysian society. The party allows full and equal membership to all Malaysians above the age of 17, regardless of race or religion.

### **3. Parti Amanah Negara in Terengganu: The Prospects**

The politics in Terengganu is dominated by two Malay political parties; UMNO and PAS. The arena of political contestation and politicization in Terengganu is highly critical, causing the high-intensity political activism among the party activists from both parties. Both parties are blessed with highly committed and faithful party activists. For record, PAS ruled the state twice (1959 and



1999), and the rest of elections are won by UMNO. Yet, PAS domination and influence cannot be underestimated as PAS denied UMNO's two-third majority in the 2008 and 2013 elections. Other than UMNO – PAS contestation, the other parties generally did not garner enough attention from the voters. Splinter parties like Parti Negara led by Onn Jaafar and Semangat46 led by Tengku Razaleigh Hamzah did not last longer in Terengganu even though they had won few seats. PSRM (Parti Sosialis Rakyat Malaysia) was noticeable in urban areas but never won any seats in this north eastern peninsular state. PAS' splinter parties, HAMIM (Parti Hizbul Muslimin Malaysia) and BERJASA (Barisan Jemaah Islamiah Se-Malaysia) formed by two former Chief Ministers of Kelantan due to party's internal conflicts were in action form one term only.

Reading the fates of splinter parties and small parties in Terengganu based on historical records, would Amanah Terengganu receive the same fate? Contesting in a PAS stronghold state would be tough for Amanah, as it is not financially well resourced and having small base of grassroots activists. However, the entrance of PAS leading figures in Terengganu to Amanah including Raja Bahrin Shah (Kuala Terengganu Member of Parliament), Dr. Sulaiman Abdullah (former PAS Assemblyman of Ladang), Ustaz Roslan Ismail (former PAS Assemblyman of Bukit Besi), Ustaz Aziz Abas (former PAS Assemblyman of Jerteh), Ustaz Rozali Mohamad (former PAS Assemblyman of Permaisuri), Syed Azman Syed Nawawi (Batu Buruk Assemblyman) and Hasbie Muda (former PAS Youth Central Committee) should not be underrated by PAS.

Huat (2015) analyses the future of Amanah in Malaysian politics and concludes that Amanah can survive based on protest votes. He brought two situations, where PAS benefited protest votes in the 1990 and 1999 elections. In the 1990, the UMNO internal crisis between team Mahathir and team Tengku Razaleigh had weakened UMNO and given advantage to PAS until it won Kelantan. In the 1999 election, PAS won Terengganu due to voters' rejection against the six-term Chief Minister, Wan Mokhtar Wan Ahmad, who had held the position since 1974. In addition, Anwar Ibrahim's dismissal also affects the victory of PAS. PAS did not win solely due to its own strength and strong support base, but also due to protest votes by the voters who were disappointed with the incumbent party. Huat (2015) then suggests that Amanah should learn from the failures of new and small parties like Parti Negara in 1959, Parti Semangat46 in 1995 and Parti Keadilan Nasional in 1999 elections. These parties received promising popular votes but they lost due to scattered seats they contested. They contested in many constituencies without having strong base and strong groundwork. They were popular in certain areas but not in other areas. Parti Keadilan learnt from its 1999 mistakes by focusing on mixed constituencies. As a result, they received unprecedented victory in the 2008 election. Similar to Amanah Terengganu, focus and strategy should be on specific constituencies like urban areas that could accept its ideology. Amanah might lose its election deposits in rural areas in under Parliament Besut, Hulu Terengganu and Setiu. Contesting in all state seats also is not a right decision since they may lose focus. Fielding winnable candidates, offering practical promises that can ease voters' burdens and not over – depending on lame issues like IMDB and its 2.6 billion scandal are amongst the formula that should be applied.

Amanah's close relationship with DAP also has tarnished its Islamic image in the eyes of conservative voters in Terengganu. Amanah's stands on several religious and moral issues like rejecting Hadi's Syariah bill, reluctant responses on rights of non – Muslims and non – Malays on open festival of beer drinking, criticizing the failure of *Tahfiz* schools to observe fire safety and mingling around with liberals supporting LGBT (lesbian, gay, bisexual and transgender) like Siti Kassim and SIS (Sister in Islam) during women's demonstration on toxic politics have been questioned by Malay voters. They are being cynical over Amanah's motto – *Rahmatan lil Alamin* (Mercy to All).

#### **4. Theoretical Approach: The General Incentives model**

The general incentives model of political participation refers to the individual's motivation to



participate in political activities beyond a narrowly cast economic analysis of incentives and resources (Baras, Correa, & Rodriguez, 2013; Milliar, 2012; Haute & Gauja, 2015; Whiteley & Seyd, 2002). It is a comprehensive model as it adds the elements of affective motives, moral concerns, and social norms that have not been touched by other political participation models like the Rational Choice model and the Civic Voluntarism model. Prominent party membership researchers, Whiteley & Seyd, (2002) propose seven incentives that motivate individuals to involve actively in political parties.

The first incentive is selective process incentive. It is the psychological satisfaction derived from the process of participation itself. The entertainment values of being involved in political activities like an opportunity to meet like - minded people, participate in various political activities, learn about the political process at first hand and receive better political information. They join for the benefits of group distinction and the status resulting from membership. The second one is selective outcome incentives. They are the positive results of being party activists in the materialistic form such as gaining politically appointed positions in the executive and legislative branches, developing a full-time career in party politics and getting government projects or contracts (Weldon, 2006; Whiteley & Seyd, 2002). In order to survive, Farouk, (2011) suggests that parties must from the very beginning distribute material incentives such as prestigious positions and projects or contracts to some of its members to tie them up. However, he reminds enticing the activists with material returns will weaken the credibility of the party as an organization dedicated to a public good and therefore adversely affect its distribution of collective incentives.

The next incentive is collective incentive. Party activists believe and identify themselves with political ideas convicted by political parties. They have a greater incentive to be active if their party is pursuing policies which closely congruence with their own policy preferences. Collective incentives to be active in a political party are twofold: positive and negative. Activists will participate not only because they want to promote particular policy goals but also because they oppose the policy goals of other parties (Whiteley & Seyd, 2002). Collective incentives are always equated with ideological incentives. The ideology, manifestoes and directions of the party are the factors party activists feel motivated to be active compared to those who attach a lower priority to the party policies. The normative incentives are directed at compliance with social norms and the perceived opinions of significant people whose opinions they respect and value. Some party activists receive a pressure that forces them to win the respect or approval from their circles like it is a family tradition to become activists, influence by educational institution, religious institution and peers (Back, Teorell, & Westholm, 2011; Cross & Young, 2008). It is also about the public perception of the status and image of the party and its activists. They also choose to be politically active because they feel they ought to be, since party activism is normal and it provides them with an opportunity to express their values and loyalties to the social norms (Gallagher, Liston, Marsh, & Weeks, 2002).

Individuals are also motivated by altruistic incentives where they have an emotional attachment to the party which has little to do with the policy positions which it espouses, and they contribute without considering the costs and benefits of their actions (Young & Cross, 2002). They defend the perceived civic duties like fight for the interests, rights, and identities of others, offer aids to asylum seekers, political refugees, immigrant workers, peoples whose human rights are being infringed, victims of racist acts or sentiments, and populations of Third World countries and never serve their own interests (Passy, 2001). Altruistic concerns are expressed in terms of idealistic goals, such as the desire to create a more compassionate and tolerance society (Young & Cross, 2002). Political activism is also the result of the desire to support specific political ideologies of the party. The 'official' political ideas and ideologies of political parties such as nationalism, communism, liberal - democratic and Islam have structured one's political understanding and inspired his/her path to party activism. It also frames one's perspective through which the world

is understood and explained. Heywood, (2012) claims that party ideologies are commonly associated with particular social classes such as liberalism with the middle classes, conservatism with the landlord aristocracy and socialism with the working class. Finally, the expressive incentives have to do with publicly expressing one's perceived psychological, ideological and moral values attached to the party without fear. Strong party identification allows an activist to publicly express their attachment to the party. They proudly wear shirts with party logo, hung posters at the windows, posting, sharing and re-tweeting political statements at social media and joining rallies. Party activism provides a way of expressing their loyalty to the party (Back et al., 2011) and supporting party's stand on certain values include ethnic supremacy, religion, human rights, economic justice, political equality or supremacy of the constitution.

## **5. Method**

A survey was conducted on 13-14 January 2017. The questionnaire was distributed to the Amanah activists during its party program; "Anti-Takfiri Tour with Ustaz Wan Ji". This tour was held in five different parliament constituencies in Terengganu including Besut, Setiu, Kuala Nerus, Dungun and Kemaman. As a newly established political party in a PAS stronghold state, the attendance was encouraging. Of all distributed questionnaires, 98 were returned, consisting of 73% of males and 21% of females. The female activists mostly came with their husbands and other family members, who happen to be Amanah activists as well. Majority of them claim to be active members of the party (80%) and 53% have been active in politics for more than five years. Majority voted for PAS in the last election (79.1%) and another 19.9% did not respond. However, it is assumed that the respondents who did not respond to this question are either voted for PAS as no respondent ticked for UMNO column or were yet registered voters at that time. The questionnaire consists of two parts; measuring respondents' political party activism and the factors that motivated them to leave PAS. The data are analysed using SPSS 17.0.

## **6. Results and Discussions**

The first part of the questionnaire consists of 10 questions on respondents' motivations of becoming a party activist. Questions are extracted from Whiteley & Seyd, (2002) and modified to suit Malaysian political situation.

### **6.1 Factors to Become Party Activists**

As shown in Table 1, altruistic incentives score the highest percentage (83%). Party activists are unique people; they are party worker, party funder and party supporter, become active in a costly activity and take vigorous actions in politics (McLean & McMillan, 2003). Majority citizens, on the other hands, choose to free – ride rather than getting involved with political and party affairs, as the benefits are already reaped without being political party activists. The noble desire to serve one's fellow human beings and create a better nation through political parties motivates respondents to become party activists. They regard activism as a way to fulfil their civic duties, and the indescribable feeling of satisfaction pushes them to maintain their activism. When asked about voting and its obligation, 95.4% strongly agree that voting is compulsory and should be taken as serious matter. In contrast to pessimist citizens who do not trust politicians, 71% of respondents trust politicians as agent of change. Most of them are also very optimist that opposition pact is capable to become the next government (86.5%).

Table 1: General Incentives that Motivate Respondents to be Party Activists

General Incentives	%
Altruistic	83
Political ideologies	76
Collective	64
Expressive	41
Normative	28
Selective process	9
Selective outcome	6

Party ideologies are also the main factor one chooses to support and work for that particular party, followed by collective incentives. This is congruent with the overall findings in ten parliamentary democracies covering 77 political parties that party activists are generally motivated by ideological incentives and political values hold by the parties (Haute & Gauja, 2015). Respondents identify themselves with political ideas and policies convicted by political parties. Majority of respondents (75%) rejects the controversial statement that only Malay-Muslim political parties can be trusted to uphold Malay supremacy and 66.2% believe that Islamic state, including *hudud*, is not suitable to be implemented in Malaysia yet as Malaysia is a multi-racial country. Material rewards, positions and titles do not motivate them to give unconditional support to the party. This could be explained that Amanah is not a ruling party, hence, there is no direct access to government contracts, tenders and executive positions. Moreover, respondents are former PAS grassroots activists, who are very well known for their financial generosity and commitment to the party. When they crossed over to Amanah, they brought that culture with them. They are willing to work for free and to contribute towards paying for party activities as and when necessary (Wan Saiful, 2017). Likewise, the entertainment values enjoyed by activists as a result of being involved in political parties and group distinction and society's positive perception towards them are obviously not the main reasons that force them to be party activists.

## 6.2 High – Intensity Participation

Whiteley and Syed (2002) have introduced a concept of high-intensity and low-intensity participation. High-intensity participation is a participation that takes a lot of time and effort involving the most committed members of the party (Goodwin, Ford, & Cutts, 2012), the gladiators who are prepared to participate even in the highest-cost activities (Spier, 2013). The political activities categorized as high-intensity are contacting and communicating not only with fellow party members but also with other members of the community on behalf of their party, campaigning for their party, fund-raising, recruiting members and preparing for and running election campaigns, representing their party by holding office and donating money to their party (Seyd & Whiteley, 2002). Table 2 indicates that 81% of respondents have donated money to fund party activities. Higher levels of emotional (Fisher, 1999) and religious attachments (Zaki, 2003) to political party or candidates motivate activists to donate money. However, Pattie, Seyd, & Whiteley, (2003) argue that donating money is relatively a low cost, low risk and less time consuming form of political activism, resulting it to be the most preferable party activities.

Table 2: Types of High-Intensity Participation

Types of Political Activities	%
Donate money	81
Attend party program	78
Campaign in election	75
Become party machinery	70
Join demonstration	65
Attend party meeting	61

For the political party to stay relevant and get supports, party programs at a big or small scale must be held frequently. The activists coordinate and plan party programs, promote them to the society and ensure they achieve party's objectives. *Tamrin* (training courses), weekly *usrah* (religious circle), *ceramah* (public talk), sports and entertainment carnivals, rallies, charity dinner and walkabout are among the party activities that rejuvenate party image and help maintain people support to the party. Party activists are backbones of the party. Their absence may cause the candidates or party loss elections (Nexon, 1971). Subsequently, their time, money and energy are the most sought after during election campaign period. Campaigning in elections includes putting up posters and flags (55.4%), house-to-house campaign (50.8%), uploading political statuses and relevant photos to social media (49.4%) and canvassing and mobilizing voters (44.6%). Of all respondents, 76.9% revealed that they became full-time party activists in the last general election. They also join demonstrations (70%) as a way to express political solidarity with the party.

### 6.3 Factors of Leaving Former Party

There are ample studies on why people become active in politics and the political activities that take place along with their involvement. However, the study on what drive members' decisions to leave the party is very little. Wagner, (2016)'s study reveals two main reasons on why members leave the party they once became active. Firstly, they feel more disengaged from politics and are more sceptical about the value of political engagement through parties. Secondly, they are more likely to hold moderate ideological beliefs, probably because they feel less strongly about their ideological preferences. This study asks why respondents had left PAS and they were given a list of seven possible reasons cited from Whiteley & Seyd, (2002), from which they could select as many as applied. Table 3 presents the most relevant factor that motivates Amanah activists to switch party is due to their disagreement with PAS' standpoint on various issues particularly on the idea of forming a unity government between PAS and UMNO.

Table 3: Factors Former PAS Activists Left the Party

Factors of Leaving	%
Ideological difference	66.7
Former party did not bring change to society	65.6
Did not receive any benefits from the party	16.9
Involve in other social activities	10.8

The rumours over *muzakarah* (talks) between conservative *ulama* team and UMNO spread among PAS supporters and create tense between the two camps. PAS President, Abdul Hadi suggested that cooperation with UMNO would only take place under certain conditions and solely focus on the advancement of Muslim faith and their interests in Malaysia, and at the same time, allow PAS to monitor abuses of power by the regime. The President stressed that in handling national issues, any party is allowed to cooperate with any party (Hamayotsu, 2010; Liow, 2011). Hadi's pro-UMNO decision was not welcomed by the progressive senior members and supporters who strongly committed to PR. Informants firmly argued that they have been

committed in PAS for years due to PAS' unshaken stand to fight UMNO, which for them is full of corruptions, scandals, cronyism and lies, and replacing UMNO and BN (Barisan Nasional) should be PAS' utmost objective. PAS decision to be lenient and close to UMNO, and leave the promising PR was considered as backward and frustrating decision. For them, this move simply prolongs the sinking UMNO's lifeline.

It is understood that they have made a heavy decision to leave PAS, a party they used to fully devote their time, money and energy to see PAS stays relevance and gets supports from Malaysian voters. Therefore, accusing them as failing to display *wala'* (loyalty) regarding the party policy on *hudud* and *kafir* (allegation of infidels and away from Islam) is simply baseless accusations. The informants are basically having moderate view over *hudud* and Islamic state. They do not against *hudud* and formation of Islamic state but stress that serious focuses should be put on other urgent issues such as economic downturn, uncontrolled price hiking, Goods and Services tax (GST), rampant corruption, mismanagement of country's resources like 1MDB and unemployment. Informants also mentioned that the rampant *takfiri* (allege others as infidel) culture in PAS is not suitable with their moderate stand. For them, Islam is not exclusive to PAS only, and PAS does not hold the key to Heaven. They idolize Erdogan's and Ghannouchi's approaches and political ideas in Turkey and Tunisia, where Islam is inclusive and contextual and relevant in a multi-racial, multi-ethnic country like Malaysia (Wan Saiful, 2017; Maszlee, 2017).

Interestingly, this study opposes Wagner's finding on the tendency to leave the party is obvious among the ideologically – moderate members as their faith to party ideology is incomparable to ideologically – extreme activists. Respondents were staunch PAS supporters and they left the party. As 83% of respondents are altruistic – type of activists, they left PAS because PAS did not bring positive change to society and did not walk the talk. They are sceptical about PAS' ability to translate its party ideology and promises into action and perceive their engagement with PAS did not bring altruistic values. The absence of material benefits and group distinction were not the factors that pulling them out from their former party. Moreover, 93.8% of respondents will not vote for PAS in the next election. This is congruent with Dassonneville's et al., (2015) findings that political dissatisfaction and frustration probably motivates the voters to find another platform.

## 7. Conclusion

The factors that led the former PAS activists to leave the party they once became very active can be explained by two main factors. It appears that the decisions for Amanah activists to leave PAS are associated with their specific attitudes towards recent development in PAS and the nature of PAS that deviates from its initial objectives. Reversing Whiteley's & Seyd's, (2002) General Incentive theory, this study found respondents' political and ideological distance from PAS and their disappointment and frustration with the current nature of PAS in handling socio-economic issues have steered the respondents to choose a new platform. In the context of Amanah's future in Terengganu, initial observation concludes that it would be hard for Amanah as a PAS splinter party to compete in PAS stronghold state. The demography and political views of Terengganu voters are different with their counterparts in urban constituencies like Selangor, Johor and Kuala Lumpur. Focuses should be on winnable seats like Kuala Terengganu and Dungun, and the efforts to increase the number of active grassroots activists should be doubled. Amanah Terengganu also should display more strict and firm stands on Malay and Islamic issues and prove that they are not a DAP puppet.

Future research should increase the number of respondents as this study is only focusing on Amanah activists in Terengganu. Furthermore, it is suggested that a qualitative study should be applied to explore why these former PAS activists left the party they used to strongly affiliate with, as quantitative studies may not be able to deeply explore their inner feelings (Pierre, 1986).

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## **Media and Political Discourse: The Nigerian experience**

**Mukhtar Bashir & Nazif Abba Pali**

Universiti Utara Malaysia

Email of corresponding author: [abbanzifpali@gmail.com](mailto:abbanzifpali@gmail.com)

### **ABSTRACT**

Media being a channel of communication has being an un-negligible instrument in the progress and development of every society. It is a tool which can be used to re-orientate, influence and guide the masses particularly in this democratic dispensation of Nigeria. Therefore, modern political environment cannot be sustained anywhere in the world without the presence and vibrant role of the media. The media is expected to discharge its social responsibility in the political domain of Nigeria. It is in view of this, the paper explores the pivotal role of the media in the democratic politics of Nigeria, with a view to understanding its contribution in the political development of the country. Social responsibility theory has been adopted in this paper to serve as guide in explaining the issue under investigation. The paper adopts secondary sources in generating useful data for the study, they include; journals, periodicals, articles, books, internet materials and conference papers that have direct bearing on the subject matter. It is suggested that the media should be professional and live up to the expectation of the public by disseminating vital and truthful information in line with the constitutional provision of the country, which will raise the political consciousness of the citizens to effectively contribute in the development of the political environment.

**Key words:** Media, Politics, Democracy, Social Responsibility, Nigeria

### **Introduction**

Media being a channel of communication has three main functions of educating, information and entertaining the society apart from being a bridge between the government and the governed as well as the mouthpiece for the downtrodden, the voiceless members of the society. Recognizing the importance of the media, the Nigerian constitution specifically assigned a “watchdog role” to the media. Lending credence to its recognition, the media is the only profession mentioned in section 21 of the 1979 and section 39 of the 1999 constitution respectively. That is why Deane (2016) attested that, the role of media in every society is paramount as no society would survive without the presence of media. However, there was heavy presence of the media even before independence beginning with the establishment of *Iwe Iroyin* in 1859 by Rev. Henry Twonsen who was a Christian missionary and later the Nationalists newspapers such as the West African pilot of Dr. Nnamdi Azikiwe, Eastern Nigeria Guardian, Southern Nigeria Defender, Daily Comets among others came to the fore to contribute in various ways to the political independence on one hand and development of the country on the other hand. According to Smith and Smith (2016) the formation of these nationalist’s newspapers was aimed to push for independence and to challenge government media which is being controlled by the British government which prevent it from performing its watchdog function, instead, it serves as a platform for defamation, propaganda, castigation and campaign of calumny nature against the opponent. It was argued that, the Nigeria’s political independence would not have been possible in 1960 without the active participation of the media in achieving the goal of independence by vehemently criticizing the exploitative policies of the colonial government.

### **Social Responsibility Theory**

The social responsibility theory is one of the four theories of the press established and recognized by Siebert, Peterson and Schramm (1954) through Hutchins commissions of the 1940’s with the view to ensure press freedom in the society. Social responsibility theory was a child of



dissatisfaction of Libertarian theory of the press for disseminate media messages from their original context and giving people what they desire for personal benefit rather than what they were expected to deliver for societal commitment. According to the theory the press is tasked to be socially responsible to the society in its operations by providing accurate and objective information and create avenue for discussion and debate on vital issues of public concern. The media is expected to be free and conduct its watchdog function for the protection of the rights of the common man and to hold authorities responsible for its day-to-day running as well as pursue the cardinal objectives of entertaining, informing and educating the citizens

### **Media and Political Discourse: The Nigerian experience**

In a political dispensation, media be it print, electronic or social media can be very useful in creating awareness to the generality of people by way of educating the society on how to register for election, how to cast their votes during elections, how to avoid election malpractice and how to interact with their elected representatives among others things. In view of this, Hayes (2012) described media as an extremely significant part of the political contest; since it serves as an avenue of providing millions of people with information they need to know. These would no doubt go in line with the saying that, if you do not exist in the media, you do not exist politically. Moreover, politicians are making use of the media to reach out to their electorates since they cannot come in contact with all the electorates due to their diverse nature as well as their population. Despite the population Ogbeidi (2012) explained that, unless citizens have accurate and adequate information on every issue and problems facing them, they would be powerless to take rational decision on them. As without such useful information people would not be able to understand the day-to-day running of government talk less of taking part in the electioneering process. This claim was confirmed by Blankson (2012) who revealed that, media can convey to the relevant authorities the problems, needs, hopes, grievances and aspirations of the people and the responses of the government authorities may in turn be transmitted by the media to the people particularly during campaign period.

In order words, media plays significant role in the crusade of the fight against corruption through the creating foundation for ensuring corrupt free society especially in Nigeria. That is why Mikail (2016) attested that, the watch dogging role of the media deals entirely with exposing wrongdoing in the public interest and caution citizens about those that are doing them harm and supply them with the information they need to know. For instance, several corrupt cases were exposed by the media in Nigeria such as the case of certificate forgery of former speaker of the federal house of representative Salisu Buhari, contract scandal of late senate president Chuba Okadigbo, recent grass cutting scandal in the IDPs camp by the sacked secretary to the government of the federation, Babachir David Lawal among many exposed corruption cases by the media. Based on the available records (Oyeyinka., Lateef., Omolayo., Akeem., Qasim & Onyinyechi (2013) emphasized that, the society stands a better chance to benefit from the media not only in terms of education, entertainment and information but in addressing sensitive issues such as corruption.

According to International Press Institute (2016) for media to be accountable to its readers, viewers and listeners, the media must be free from economic pressure and political influence in order to retain the loyalty, respect and trust in the society. Although, despite some challenges, the media has recorded tremendous progress in ensuring the unity progress and understanding among Nigeria by designing jingles, sponsored programs, and adverts. However, Bratic (2006) noted that, with more than 200 tribes in the country, media were used to informed people about other tribes' culture, food, religious beliefs, and heritage all in an effort to create mutual understanding as well as cement bond and peaceful co-existence among various ethnic groups in the country. Nevertheless, the media has publicized the cultural heritage of Nigeria as a nation which has assisted in attracting foreign investors particularly in patronizing locally made goods

and visiting tourist's sites located in various states across the country which has yielded the country's earnings.

For instance, during festive periods like *Hawandaushe* in the north, coronation/wedding in the east, carnival in the south, foreigners were seen in large number who came all the way from their countries to catch a glimpse in the cultural display of Nigeria culture. All these were as a result of media that publicized the Nigerian culture to the outside world. In the area of preaching religious tolerance and peaceful co-existence, the media has been the tool that is being used by adherents of different faiths to preach the word of God to their followers. It is based on these that, Egbue (2006) said, the ownership of media by the two-major religion of Islam and Christianity in the country is common because they wanted to have a channel that they can use to be talking directly to their followers. This is to attest how vital media is in setting agenda for the society to follow. Similarly, it is through the operation of the media that citizens were enlightened the more, on the economic status of Nigeria as a nation. According to Omoteso and Ishola Mobolaji (2014) the dwindling economic fortunes that befall many nations globally which drag a number of countries including Nigeria into recession were only heard through the media because many citizens were ignorant of the situation which mandated the use of media to give proper explanation to citizens. The outbreak of a deadly disease called EBOLA is another trail moment of Nigeria as a country whereby timely use of the media to educate people on the dangers, sign and symptoms as well preventive measures has helped greatly in tackling the menace within a very short period of time. Although, experts reveal that few lives were lost, but had it been the media were not used on time through designing jingles, announcements, news, adverts, posters and banners, the situation would have claimed more lives.

Having said that, on the effectiveness of the media generally in the African continent and Nigeria in particular, a veteran journalist, Ray Ekpu, (cited Uche, 1989) decried lack of freedom as well as media ownership in the developing countries as some of the major obstacles preventing journalists from conducting their assigned responsibilities judiciously even in the present democratic dispensation. He maintains that, for media organizations to be successful they must be free from any interference be it from government or private individuals.

On press freedom, for the media to achieve its watchdog function, it must be free to discharge both its constitutional and traditional functions unhindered. Thus, free press is the right or the capability of practitioners to direct their opinions and report events accurately as they are without essentially seeking endorsement from any person or group and without being endangered to any form of harassment, persecution, intimidation or molestation. This is given credence to section 36(1) of the 1979 Constitution of the Federal Republic of Nigeria, which specifies that:

... Every person shall be entitled to freedom of expression, including freedom to hold opinions and to receive and impart ideas and information without interference.

Article 19 of the United Nations Universal Declaration of Human Rights 1948, Similarly stipulates that: Everyone has the right to freedom of opinion and expression, this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers. (cited in *Awake!*, 1998: 10). On the other hand, Ojo (2013) mention two types of free press, firstly, absolute press freedom and, secondly, qualified press freedom. According to him, the first one is a situation whereby the press is absolutely free and serves its spectators without being endangered to any form of intimidation and harassment. Moreover, it needs to be highlighted that there is no organization in the whole world that enjoys this kind of absolute freedom even the so called advanced democracies of the Western world. The qualified press on the other hand is a system where the media is not free to perform its roles. Nigerian media appears to be a classical of qualified press freedom. The presence of the Official Secrets Act of 1962 is a hindrance. It specifies some 'no-

go areas' with respect to media having access to vital information which would not be in the best interest of the government to release hidden under the auspices of national interest

In order to appreciate the insignificant nature of section 39 of the Constitution, it is essential to refer to the provisions of constitution of other nations or relating to free press. According to the first modification of the United States Constitution which offers that: 'congress shall make no law respecting an establishment of religion or prohibiting the free exercise thereof, or abridging the freedom of speech, or of the press, or the right of people peaceably to assemble, and to petition the government for a redress of grievances' (Ojo, 2013). However, Section 162 (4) of the Constitution of Ghana reads thus: 'Editors and media managers and other institutions of the mass media shall not be subject to control or interference by government nor shall they be penalized or harassed for their editorial opinions and views, or the contents of their publication.' Similarly, Section 36 of the Constitution of Malawi enacts thus: 'the press shall have the right to report and publish freely, within Malawi and abroad and to be accorded the fullest possible facilities for access to public information'.

Having said that, education, entertainment and information is a collective role of the mass media in any civilized society and that is why the media is viewed as the overseer of the society. Recognizing the importance of the media, a former American President, Thomas Jefferson said: "Were it left for me to decide whether to have a government without a media or a media without a government, I will not hesitate to prefer the latter." This and many other quotes of great men and scholars around the globe emphasize the importance of press in any political settings.

In the recent time, Professionals and Scholars have expressed dissatisfaction with the Nigerian media due to unethical behaviors of some journalists who engages in collecting bribes in the course of discharging their responsibilities which is fast eroding the media rating and credibility. Warning that, if the media would be allowed to be free from any interferences be it from government, groups or individuals, media must uphold the ethics of journalism profession and avoid any form of unethical behaviors. Media must at all times maintain the basic qualities of receptive and responsible journalism and fight the temptation of corruption and unprofessionalism and the media must practice good journalism so as to attain an egalitarian society. (Agbese, 1997; Akinfeleye, 1997; Akinleye, 2002; Agu, 2006; Ishiekwene, 2006; Izeze, E, 2006; Shittu—Alamu, 2006; Udoakah, 2006; Eke, 2014)

## **Conclusion**

The media industry in the country is a product of the milieu in which it operates. They were in existence before the country's political independence, since 1859 when *Iwe Iroyin* was established to the emergence of several others including the West African pilot of Dr. Nnamdi Azikiwe, Eastern Nigeria Guardian, Southern Nigeria Defender, Daily Comets among others. The media has been steering the political affairs in the country since the colonial period. They were very instrumental in championing the course of Nigeria's independence by the nationalist in 1960, and since then have been playing significant role in the political development of the country. It has rose to the occasion severally in educating the people about their political rights to information, right to vote, when to vote, how to vote, rules of election, exposes corrupt practices meted out by those in Authority at different point in time in the political history of the country, on health related issues such as EBOLA and AIDS. Also, the Nigerian media in the present political dispensation have informed the citizens through their daily commentaries, adverts, jingles, news reportage and documentaries about the economic state of the nation, cultural heritage, religious issues, preaches peace and unity between and among the different entities that made up of the country. It is observed that no nation can survive and developed without the presence of active media outlets serving as a bridge between underdevelopment on one hand and development on the other hand. This is on account of its pivotal role of communicating, educating, informing and

entertaining the public. Therefore, it is suggested of the media to discharge its social responsibility freely by disseminating truthful, factual and objective information without fair or favor. It should not be the mouthpiece of the government or any other person or group of persons; rather, it should serve the interest of the masses by educating them faithfully and holding government accountable when the need arises.

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# *Legal and Regulatory Challenges for the Proliferation of Small and Light Weapons in Nigeria*

*Salisu Malami <sup>a\*</sup>, Nor Anita Abdullah <sup>b</sup>, Zuryati Mohamed Yusoff <sup>b</sup>*

<sup>a</sup> Aminu Kano College of Islamic and Legal Studies, Kano, Nigeria.

<sup>b</sup> School of Law, College of Law, Government and International Studies,  
Universiti Utara Malaysia.

Email of corresponding author: smalamilegal@gmail.com

## **Abstract**

The Nigerian security challenges can be significantly ascribed to the proliferation of small and light weapons (SALW). It is a universal phenomenon that causes serious security problems ranging from cattle rustling, armed robbery, assassination, kidnapping, militancy and terrorist attacks. It serves as a main source of obliteration of lives and properties. Controlling the proliferation of SALW is in the interest of government and governed. This paper examines the legal and regulatory challenges curtailing the control of proliferation of SALW in Nigeria. It equally explores and identifies gaps and lacuna in the legal and institutional frameworks. For practical steps towards effective control of proliferation of weapons legal and institutional reforms are suggested. These include the review of the Firearms Act 1959 to include far reaching provisions. The Act should provide for the creation of National Commission on SALW. The research paper is valuable to the policy makers, the security agencies and the entire citizens.

Keywords: Small arms, light weapons, challenges, proliferation, Nigeria.

## **1. Introduction**

The rate of proliferation of small arms and light weapons in Nigeria is endemic.<sup>1</sup> It is one of the major security challenges facing Africa and the rest of the world.<sup>2</sup> Lack of adequate regulations and strong regulatory mechanisms exacerbate availability of small arms which in turn fuel terrorism, political, ethnic and religious crisis. It also postures serious setback to security and sustainable development.<sup>3</sup> The widespread of small arms constitute main source of obliteration to lives and properties.<sup>4</sup> The issue of SALW Proliferation and the dangers it poses to the security of lives and properties of Nigerians could be attributed to legal and regulatory problems. These problems are what this paper appraised.

### **1.2 Conceptual Framework/ Clarification**

The following provides operational definition of some terms and concepts used in the research paper.

**Small arm and Light weapon:** The term small arm and light weapon herein after referred to as SALW has been defined by global, regional, sub regional and national legislations. Although there is no universally accepted definition to the term SALW, the report of the United Nations panel of Government Experts on small arms in 1997 considers as those:

Weapons ranging from clubs, knife and machete, to those weapons just below those covered by the United Nations Register of Conventional Arms, for instance, mortars below the caliber of

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<sup>1</sup>(Osimen Goddy, 2015)

<sup>2</sup> (Malam, 2014)

<sup>3</sup> (Uchenna, 2015)(Thom-Otuya, 2009)

<sup>4</sup> (Chelule, 2014)

100mm. The small arms are those weapons manufactured to military specification and designed for use by the one person. Whereas light weapons are those weapons used by several persons working as a crew.

#### 1.2.1 *The concept of proliferation*

Proliferation denotes sudden increase in the number or amount of an entity. If used in other framework, it implies rapid expansion, abundance or multiplication. When used in relation to SALW, it connotes the spread of the weapons, mostly, from one state to another or from state to non-state actors.

## 2. Literature Review

A review of existing literature offers an opening to discover gaps in the current research and through such identification a new area worthy of investigation may be identified.<sup>5</sup> According to Anyim, several attempts were made by different tiers of government at local, regional and international level to curb the challenges pose by the proliferation of small Arms.<sup>6</sup>In the same line Okoli, opined that the available laws regulating firearms in Nigeria are the Fire Arms Act 1959 and Robbery and Fire Arms Act 1984 to him the laws needs amendment.<sup>7</sup> Chuma-Okoro, in particular maintained that laws on firearms in Nigeria have some limitations because since their enactment they only experience limited review.<sup>8</sup> Okoro further argued that the Act is outdated, inadequate in many extent ranging from institutional capacity, enforcement and its ability to serve as deterrence to persons convicted under the Act. According to writers such as Uwa and Anthony, they attributed the lack of strong and effective Legal and Institutional frameworks to regulate proliferation of small and light weapons in Nigeria on government, due to its continues reliance on Firearms Act 1959 despite its shortcomings.<sup>9</sup>

Similarly, the spread of small arms and light weapons is attributed to lack of strong domestic, regional and international regulations checkmating the activities of producers and dealers.<sup>10</sup> Porous border and insufficient funds to manage same are among the factors that facilitate spread of weapons. In addition to this Kuranti further point out inadequate regulatory structures and corruption as part of the causes of arms proliferation.<sup>11</sup> In the same vain Ero and Ndinge corroborated the above assertion and added poor border policing among the factors. In Nigeria, even though small and light weapons generated series of challenges to the life, property and corporate existence of the country, and Nigeria been a signatory to the ECOWAS protocol. It is the only country in the West African sub region that has not establish a national commission against the proliferation of small and light weapons. This in my view demonstrates the lack of legislative instrument and compliance to the regional efforts in curtailing the spread of small and light weapons.

## 3. Legal and Regulatory Challenges

While analysing the content of some papers and the Acts (the firearms Act 1959 and Robbery

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<sup>5</sup> (Obasi, 1999)

<sup>6</sup> (Anyim, 2013)

<sup>7</sup> (Okoli, 2014)

<sup>8</sup> H., “Proliferation of Small Arms <sup>8</sup> (Rundell, 2011) and Light Weapons in Nigeria:Legal Implications in Law and Security of Nigeria.”

<sup>9</sup> (Osimen Goddy, 2015)16.

<sup>10</sup> (Malam, 2014)

<sup>11</sup> Kurantin, “Effects of Proliferation of Small Arms And Light Weapons in Northern Region of Kenya p.179.”

and firearms Act 1984) several legal and institutional challenges surface. These challenges revealed inadequacy of the Firearms Act in the following areas. Adequate regulation in the area to meet global benchmark, the laws serving as deterrence and reviewing penalties especially fines, local manufacturers porous borders, poor security stockpile corruption, institutional capacity, demand

### 3.1 Nigerian Laws and Regulations

The Firearms Act and the firearms regulations, were enacted many years ago,<sup>12</sup> prior to the adoption of ECOWAS convention and UNPOA benchmarks. These legislations are clearly obsolete and therefore overdue for amendment to modify their provision with current global standards in contending the SALW threats. Many scholars and experts in SALW regulation expressed their concerned over such challenges, calling for review of the legislations. Okoli opines that the available laws on firearms in Nigeria need amendment.<sup>13</sup> Chuma Okoro maintained that laws on firearms in Nigeria have some limitations because since their enactment they only experience limited review.<sup>14</sup>

Adequate marking and tracing is an important mechanism for curtailing illicit proliferation of SALW. The objective seeks to be achieved by the tracing illicit weapon is to identify the moment in which the licit weapon change status and become illicit. Tracing deters legal users from selling weapons into illegal markets for fear that they might be caught and prosecuted. Marking aid, the tracing of the firearm, after diversion to the person, country, and unit accountable for moving them into illegal market. Having this in mind Article 18 of the ECOWAS Convention provided for classic marking to include a unique serial number, the manufacturer's identity, country of manufacture and the year of manufacture. However, Section 13 (1) of the Firearms Act, Sections 7 and 42 of the Firearms Regulation does not require that the year and country of manufacture be marked on SALW as mandated by Article 18. This is a clear challenge to international tracing.

Article 9 ECOWAS Convention mandates member state to establish National Computerised Register and Data base of SALW. This NCRDB will be utilised for proper record keeping of all information concerning SALW. To conform to the above provision the combine effect of section 10 (3) Firearms Act and sections 18, 31 and 43 of the Firearms Regulation does not comply with the requirement of a national computerised database. Comparatively, the sections succeeded in generating a clumsy arrangement with disjointed registers that could create contradiction.

Another fundamental challenge appears in Nigerian legislation as some significant provisions recognised by ECOWAS Convention and other global instruments are totally missing in the Nigerian laws on SALW. Article 17 talked about collection and destruction of SALW that are surplus to the national need or have become obsolete or seized from non-state actors or unmarked and illegally acquired weapons. In January 2017, the sum of 661 Pump Action rifles were intercepted and seized by custom officials for illegal importation of prohibited items.<sup>15</sup> Subsequently, in May another round of 440 guns were also seized by the custom officers.<sup>16</sup> Recently on September 11, and 21<sup>st</sup> 2017 the sum of 1100 and 470 pump action rifles were

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<sup>12</sup> Firearms Act was enacted 47 years ago before the adoption of Ecowas Convention.

<sup>13</sup> (Okoli, 2014)p.

<sup>14</sup> (Bah, 2004)p.

<sup>15</sup> (Ibiwoye, 2017)

<sup>16</sup> (Okon, 2017)

seized<sup>17</sup> making a total of 2,671.<sup>18</sup> Here one will wonder as to what will be the fate of the illicit weapons seized since Firearm Act does not provide for their destructions, and they cannot be incorporated into the national stockpile as there is no law in that regard.

In addition to the above Article 20 on controlling the activities of brokers Ecowas Convention and Article 23 that talked about public education and awareness programmes that encourage the promotion of culture of peace and enlighten citizen on the danger of arm proliferation are all missing in our laws.

The Nigerian legal framework does not provide for institutional structure that will oversee and implementation of SALW control measures and provisions of the Firearms Act. Out of the fifteen West African countries it is only Nigeria that has not established a National Commission on SALW. This is a clear contravention of Article 24 ECOWAS Convention<sup>19</sup>

Other institutional cum structural challenges include but not limited to the following:

**3.1.1 Porous Border:** Issue of border porosity is a great challenge in controlling and preventing SALW proliferation.<sup>20</sup> This is a global issue but the Nigerian situation appears worrisome. Nigeria is a center of illegal transaction in SALW<sup>21</sup> in Africa mainly due to porous borders that are either unmanned or seriously unchecked. Nigeria's borders with Benin republic (773 km) and Chad (87km) are relatively short when compared with Niger republic (1499 km) and Cameroon 1690 km). Most of these borders are characterized by either jungle, mountains and porosity.<sup>22</sup> The number of customs personnel in the country which stand at 20,000 (twenty thousand) are insufficient to man and police the borders. Recently, the Comptroller General of Customs Colonel Hameed Ali (Retired) sought the assistance of the Nigerian Defence intelligence Agency (DIA) to curb the inflow of firearms across the over 4,000 kilometers' Nigerian borders. There is also poor border control in terms of suitable approach and appropriate apparatus.<sup>23</sup> As there is slight or no synergy in the operation of the main border agencies, particularly as it relates to security of the Nigerian porous borders.

**3.1.2 Corruption:** Is a universal phenomenon that is not peculiar to any race, belief, political system or location.<sup>24</sup> It traces have widespread all over the globe. The root of corruption has been found in ancient civilizations, including the founding fathers of modern democracy.<sup>25</sup>

This is a serious factor which affects efforts in curbing the spread of illicit arms. Studies undertaken show that corruption substantially contributes to the illicit arms transactions globally.<sup>26</sup> Corruption in arms trade accounts for almost 50% of all corruption in the global.<sup>27</sup> In Nigeria corruption among security agencies such as custom, police and military is a known factor

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<sup>17</sup> (Evelyn Usman, 2017)

<sup>18</sup> (Adenubi, 2017)

<sup>19</sup> Member states to the convention *shall* establish through regulation or legislation a National Commission for the fight against the illicit proliferation and circulation of small and light weapons.

<sup>20</sup> (Uchenna, 2015)

<sup>21</sup> (Osimen Goddy, 2015)p. 15

<sup>22</sup> (Onuaha, 2013)

<sup>23</sup> (Ewuzie, 2017)

<sup>24</sup> (Suleiman & Othman, 2017)

<sup>25</sup> (Wells & Hymes, 2012)

<sup>26</sup> (Guttermann & Lane, 2017)

<sup>27</sup> (Henriksson, 2007)p. 17



that exacerbates proliferation of weapons. Security officials are known to have sold government official firearms to criminal.<sup>28</sup> Recently, in December 2016 and May 2017 a report carried out by the office of the Auditor General of the federation reveals that several firearms belonging to the Nigeria police could not be traced. According to Nwanze a security expert there could be a link between disappearances of the police arms and sources of arms used in cattle rustling, armed robbery, and kidnapping.<sup>29</sup>

**3.1.3 Local Manufacturing:** Firearms in Nigeria in the late 70s and early 80s did not receive adequate attention. This is because most of the local arms productions are specifically meant for hunting and other cultural festivities. With the rise in demand of firearms by non-state actors for crime, locally produced arms become a complete and inexpensive substitute to imported firearms. Section 22 of the firearms Act prohibits the manufacture of firearms or ammunition except at a public armory or at arsenals established for the purpose. In compliance to the above, government established Defence Industries Corporation of Nigeria (DICON) 1964. The industry was empowered to legally manufacture arms and ammunition mainly for the consumption of military and police.

Nigeria is the second after the Republic of South Africa among the few countries in Africa that are capable of manufacturing arms and ammunition, regrettably a lot of them by illegal unregistered manufacturers.<sup>30</sup> The activities of those manufacturers exacerbate proliferation, contravene due meticulousness, transparency, ethics and regulation as required by national and international guidelines.<sup>31</sup> There are prominent markets in Nigeria known for local production of arms. These markets are situated at Calabar, Katsina, Kaduna<sup>32</sup> and recently in Borno and Yobe with the Boko Haram locally producing bombs.<sup>33</sup> The most notorious center for the production is in Awka, Anambra state. History has shown that Awka has been a center for craft production since late 1960s.<sup>34</sup>

#### **3.1.4 Ineffectiveness to Guarantee Internal Security**

The inability of the government to guarantee security of life and property has necessitated citizens to feel a strong need to acquire arms to protect themselves and their property from armed attack<sup>35</sup>. This happens mostly in situations where security agencies are under staff or where they lack equipment to discharge their functions, or they lack confidence to confront armed criminals.

**3.1.5 Unsecured Stockpiles:** Poorly constructed armory and untrained persons<sup>36</sup> to manage same is another chronic challenge to the proliferation of SALW. Countries like Nigeria with underpaid security forces may be unable to properly discharge their function of securing the stockpiles. Poorly paid security personnel may resort to using the weapons entrusted in their hands for criminal activities or may rent or sale them out to gang of criminal to acquire additional

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<sup>28</sup> (Ayissi & Sall, 2005)

<sup>29</sup> (Nnadozie, 2017)

<sup>30</sup> (Florquin, N. and Berman, 2005)

<sup>31</sup> (H., 2011)

<sup>32</sup> (Hazen J.M. and Horner, 2007)p.39

<sup>33</sup> (Okeke & Oji, 2014)

<sup>34</sup> Ibid

<sup>35</sup> (Che, 2007)

<sup>36</sup> Section 16 of the Firearms Act 1959 did not provide for the minimum training requirement of the person to oversee the public armoury. While Article Ecowas convention emphasized the need to ensure that public armories are secured and well-guarded by trained personnel.

income. For example, some Nigerian soldiers were arrested in February 2016 for unlawfully selling weapons to Boko Haram members.<sup>37</sup> Weapons also proliferate by means of desertion of security personnel. A number of these licit weapons diverted, later find their way into the hands of non-state actors through illicit market.

#### 4. Conclusion

Proliferation of small and light weapons is a major security challenge facing West African sub region, Africa, and the world at large. Nigerian case is peculiar due to numerous challenges summarized by Uwa and Anthony as “lack of legal and institutional frameworks” to regulate the proliferation. Nigerian security challenges can only be addressed were those problems leading to the proliferation of SALW are adequately solved.

##### 4.1 Recommendations

1. The Federal legislators should accelerate the review of the firearms Act to curtail the current challenges associated with SALW proliferation. The stakeholders should ensure the review covers adequate laws pertaining adequate making and tracing, controlling the activities of brokers, public enlightenment on the dangers pose by SALW and establishment of the National computerized data base register for firearms.
2. The review of the Act should contain provision for the establishment of National Commission for control of small and light weapons with full structure and budget from the federal government.
3. The Act should review the existing penalties with the view to provide stiffer punishment for violators and to ensure that, fines are in line with the current economic reality.
4. There is need to domesticate into national laws, the global instruments that have been signed by Nigeria to correspond more with the international best practices in controlling the spread of SALW.

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<sup>37</sup> (Adeniyi, 2017)

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## **Politik rentas kaum di Malaysia: Bersediakan kita?**

**Mohd Zamirul Bin Mohd Dzaki**

KDU Penang University College, Malaysia.

Email of corresponding author: mohd.zamirul@kdupg.edu.my

### **Abstrak**

Persekitaran politik di Malaysia sering ditandai dengan isu perkauman atau dengan kata lain pihak-pihak atau parti-parti politik sering menggunakan isu berteraskan kaum sebagai medan untuk mereka mendapatkan sokongan. Namun sejak kebelakangan ini dilihat terdapat sedikit perubahan bilamana terdapat rakyat terutamanya golongan kelas menengah mula menolak isu perkauman dalam menentukan pilihan politik mereka. Namun dalam masa yang sama juga dapat dilihat pada kawasan-kawasan tertentu percaturan politik masih lagi terikat kuat dengan isu berteraskan kaum yang dibawa oleh sesuatu parti politik. Justeru itu adalah menjadi tujuan penulisan artikel ini untuk menganalisis sejauh mana isu yang berteraskan kaum yang dibawa oleh parti-parti politik memainkan peranan penting dalam menyumbang kemenangan mereka. Kajian artikel ini akan melihat berdasarkan kepada keputusan Pilihan Raya Umum ke-13 yang mana menyaksikan keputusan yang agak signifikan dalam politik Malaysia. Bagi pihak pembangkang mereka mengatakan bahawa keputusan PRU-13 adalah menunjukkan bahawa rakyat di Malaysia pada hari ini telah menolak politik yang berteraskan kepada kaum sebaliknya memilih politik yang mengutamakan isu-isu sejagat seperti demokrasi, keadilan sosial, ekonomi dan sebagainya. Sebaliknya bagi pihak Barisan Nasional mereka melihat keputusan PRU-13 yang lepas adalah suatu bentuk “tsunami cina” yang menunjukkan penolakan secara besar-besaran kaum Cina terhadap Barisan Nasional (BN). Kajian ini menggunakan kaedah kualitatif dengan melakukan kajian perpustakaan dan menemubual pemimpin-pemimpin politik daripada pihak kerajaan dan pembangkang. Hasil kajian tersebut telah dirumuskan bagi menjawab situasi politik rentas kaum di Malaysia pada hari ini. Dari apa yang diperhatikan isu kaum masih lagi memainkan peranan penting dalam percaturan politik Malaysia. Parti-parti politik tidak boleh mengelak dari mengambil kira isu berkenaan kaum dalam memutuskan tindakan politik mereka.

Kata kunci: Kaum; Parti Politik; Pembangkang;

### **Pengenalan**

Semenjak Malaysia mencapai kemerdekaan percaturan politik di Malaysia dilihat terikat kuat dengan sentimen kaum. Ini memandangkan Malaysia adalah sebuah negara yang berbilang kaum dan ianya membuatkan persekitaran politik Malaysia itu tidak boleh lari dari ikatan perkauman. Dalam konteks parti politik pula kebanyakan mereka berdiri atas teras kaum tertentu. Barisan Nasional (BN) walaupun mengamalkan konsep perkongsian kuasa tetapi parti-parti komponen utamanya adalah parti yang berteraskan kaum iaitu United Malays National Organisation (UMNO) parti yang memperjuangkan nasib kaum Melayu, Malayan Chinese Association (MCA) memperjuangkan nasib kaum Cina dan Malayan Indian Congress (MIC) yang memperjuangkan kaum India. Bagi parti pembangkang pula mereka tetap tidak boleh menafikan bahawa isu kaum juga adalah penting dalam survival politik mereka. Parti Islam seMalaysia (PAS) walaupun mereka menekankan Islam sebagai matlamat parti mereka tetapi jelas kelihatan PAS merupakan parti yang didominasi oleh kaum Melayu dan sokongan Melayu amat penting dalam perjalanan politik mereka. Begitu dengan Parti Tindakan Demokratik (DAP). Walaupun DAP sering mendakwa bahawa mereka adalah parti pelbagai kaum tetapi keadaan semasa jelas menunjukkan bahawa DAP itu adalah sebuah parti yang didominasi oleh kaum Cina dan sokongan masyarakat Cina amat penting bagi DAP. Cuma Parti Keadilan Rakyat (PKR) yang menunjukkan wajah berbilang kaum dalam parti mereka tetapi berdasarkan beberapa kajian

menunjukkan PKR merupakan parti yang dekat pada kaum Melayu. Ramai pihak masih meragui kemampuan PKR untuk mengekalkan sokongan daripada kaum Melayu sekiranya pemimpin utama parti itu adalah bukan dari kaum Melayu. Berdasarkan fenomena ini membuatkan parti-parti politik di Malaysia pada hari ini terpaksa meletakkan keutamaan kepada isu kaum dalam menentukan hala tujuan politik mereka. Mereka boleh melaungkan bahawa dasar perjuangan parti mereka adalah bukan berteraskan namun pada akhir percaturan mereka tetap akan kembali kepada isu kaum ini semula. Namun sejak akhir-akhir ini banyak pihak mendakwa bahawa isu kaum sudah tidak lagi relevan dalam kancah politik Malaysia. Perkara ini menjadi perdebatan antara beberapa pengkaji politik, pemimpin-pemimpin politik dan rakyat sendiri.

### **Permasalahan dan Objektif**

Di Malaysia terutamanya selepas PRU-13 beberapa kajian menunjukkan yang gaya politik pengundi-pengundi di Malaysia telah berubah. Perubahan yang dimaksudkan ini adalah gaya politik dan perilaku politik yang merentasi isu kaum di Malaysia. Adakah dakwaan yang mengatakan rakyat Malaysia telah menolak isu-isu perkauman dalam percaturan politik mereka benar-benar wujud di Malaysia hari ini? Berdasarkan apa yang diperhatikan parti-parti politik di Malaysia sememangnya berdiri atas kapasiti kaum. Walaupun ada parti yang mendakwa mereka adalah parti yang terdiri dari pelbagai kaum namun dominasi sesuatu kaum masih jelas kelihatan. Namun pola-pola kajian menunjukkan wujudnya penolakan terhadap isu perkauman tersebut. Berdasarkan kepada perkara ini sudah pastilah wujud faktor yang menyebabkan ianya berlaku. Apakah faktor yang mampu mengubah budaya politik rakyat Malaysia tersebut? Ini kerana umum mengetahui semenjak mencapai kemerdekaan sememangnya isu Melayu dan bukan Melayu adalah isu utama yang menjadi indikator dalam percaturan politik Malaysia. Kemampuan budaya politik rentas kaum ini untuk bertahan juga menjadi persoalan kepada banyak pihak baik kepada pengkaji politik dan pemimpin politik sendiri. Berdasarkan pemerhatian isu-isu perkauman dilihat semakin mengambil tempat semula dalam sistem sosial di Malaysia. Beberapa isu yang timbul akan cuba dikaitkan dengan isu perkauman dan memungkinkan perkara ini akan mempengaruhi gaya dan corak politik Malaysia pada masa yang akan datang.

- i. Menganalisis perubahan politik Malaysia yang dikatakan tidak lagi terikat dengan perkauman.
- ii. Mengenalpasti faktor yang membuatkan rakyat Malaysia mula menolak isu kaum dalam tindakan politik mereka.
- iii. Mengkaji kemampuan politik rentas kaum ini untuk bertahan dalam kancah politik di Malaysia.

### **Politik Malaysia pasca Pilihan Raya Umum (PRU) ke-13**

Berdasarkan kepada keputusan PRU ke-13 tahun 2013 memperlihatkan bahawa rakyat Malaysia seakan telah menolak politik yang berasaskan kaum. Dalam beberapa keputusan menunjukkan pengundi pada PRU ke-13 tidak lagi mengundi calon yang mempunyai persamaan kaum dengan mereka. Sesetengah parti politik pula terutamanya parti pembangkang, telah berani meletakkan calon dari kaum yang bukan merupakan majoriti di sesetengah kawasan pilihan raya. Lebih memeranjatkan calon tersebut berjaya mendapatkan undi majoriti dalam kawasan tersebut. Situasi ini jarang berlaku pada era 1990-an. Boleh dikatakan agak mustahil untuk calon dari kaum Melayu menang di kawasan yang majoritinya kaum Cina dan begitu juga sebaliknya. Siti Zanariah dan Ahmad Nizar (2013) dalam kajian politik Selangor dalam PRU 2013 mendapati BN tewas di kawasan bandar sama ada majoriti etnik Melayu, Cina dan juga India seterusnya mendapat sokongan penuh daripada pengundi golongan pertengahan. Ini menunjukkan pengundi sudah mula menolak politik perkauman dalam BN dan

mula menerima politik merentas kaum yang diperjuangkan Pakatan Rakyat pada waktu itu.

Wong (2014) dalam kajian PRU 2013 di kawasan Parlimen Pandan, Selangor mendapati senario keputusan PRU-13 di Parlimen Pandan menunjukkan berlakunya dinamikan baru politik bandar di negara ini. Ini kerana majoriti ketiga-tiga etnik (Melayu, Cina dan India) menolak calon MCA/BN daripada etnik Cina termasuk etnik Cina sendiri disebabkan isu nasional yang lebih menarik perhatian mereka. Begitu juga dalam keputusan PRU-13 di Parlimen Bukit Bendera, Zairil Khir Johari calon Melayu dari DAP menang dengan majoriti cukup besar mengalahkan calon berbangsa Cina dari parti GERAKAN/BN walaupun kawasan parlimen tersebut mempunyai 73.8% Cina, 14.0% Melayu dan 11.1% India. Dalam kajian (Junaidi Awang Besar, Mohd Fuad Mat Jali dan Mohd Faidz Mohd Zain, 2012) pada pilihan raya kecil (PRK) di DUN Tenang, Johor menunjukkan keputusan PRK bagi kawasan-kawasan daerah mengundi dalam DUN Tenang yang majoritinya pengundi etnik Cina memihak kepada parti pembangkang iaitu PAS namun kawasan majoriti Melayu terus didominasi UMNO/BN.

Sokongan pengundi kaum Cina kepada parti pembangkang adalah kerana mereka percaya bahawa Pakatan Rakyat dapat menjadi kerajaan alternatif di peringkat negeri dan pusat bagi memperjuangkan hak mereka, memberikan keadilan sosial, ekonomi dan politik yang menyeluruh tanpa mementingkan sesuatu kaum sahaja. Mohd Fuad, et al. (2014) dalam kajian *realignment* politik Cina dalam PRU 2013 mendapati bahawa kegagalan BN memperoleh undi etnik Cina pada PRU 13 juga telah menjadi pengajaran bagi BN untuk membetulkan keadaan dari segi kepimpinan, isu-isu, dasar, institusi, janji dan sebagainya. Dalam kajian (Junaidi Awang Besar, Rosmadi Fauzi dan Amer Saifude Ghazali, 2015) terhadap politik etnik di Kuala Lumpur pasca PRU 2013 mendapati ketiga-tiga etnik Melayu, Cina dan India menyatakan mereka memilih calon yang jujur dan amanah serta mesra rakyat serta menyokong parti yang dapat memacu pembangunan dan membasmi kemiskinan. Responden terutamanya etnik Cina lebih kritis terhadap isu-isu nasional seperti isu ekonomi, sosial dan politik. Seterusnya responden Melayu dan India yang berpendapatan rendah menyokong BN berbanding responden Cina yang menyokong parti-parti dalam Pakatan Rakyat dalam PRU-13 yang lalu.

### **Faktor yang mendorong kepada fenomena ini**

Kajian Junaidi, et al. (2014) terhadap persepsi politik dalam PRU-13 mendapati konsep tingkah laku seseorang sebagai pengundi boleh berubah mengikut pandangan dan fikiran terhadap beberapa perkara. Pembentukan tingkahlaku pengundi adalah bermula daripada perbuatan atau pandangan terhadap sesuatu pendapat. Menurut Johnston (1979) menyatakan berlakunya interaksi pengundi dengan persekitaran yang boleh mempengaruhi tingkahlaku pengundi. Menurut Ribicoff dan Newman (1973) menyatakan bahawa kadang-kadang sekumpulan pengundi pada satu-satu masa akan mengubah kesetiaan mereka terhadap parti disebabkan oleh peristiwa-peristiwa yang berlaku atau tindakan-tindakan pemimpin parti. Keadaan seperti ini telah berlaku di Malaysia, apabila tindakan memecat Anwar Ibrahim sebagai Timbalan Perdana Menteri. Hasil dan kesan daripada tindakan itu menyebabkan ahli BN telah berpecah dan seterusnya mengubah kesetiaan mereka terhadap BN dengan menubuhkan Parti KeAdilan Nasional/PKN kini dikenali PKR sebagai wadah perjuangan mereka yang baru.

Corak pengundian di seluruh negara sebenarnya telah banyak berubah kerana banyak dipengaruhi oleh senario yang berlaku di persekitaran sosial, ekonomi dan politik (Ahmad Zaharuddin Sani dan Aminuddin, 2014). Perkembangan teknologi maklumat yang memudahkan rakyat mendapat sumber berita dengan cepat dan kurang kawalan membuatkan tingkah laku politik rakyat Malaysia semakin berubah. Ini ditambah dengan peningkatan rakyat yang mendapat pendidikan tinggi membuatkan penilaian rakyat Malaysia terhadap sesuatu isu tidak lagi bersandarkan kepada isu kaum. Isu-isu seperti hak asasi, keadilan undang-undang dan kecekapan kerajaan dalam menjalankan pentadbiran menjadi indikator kepada penilaian rakyat Malaysia.

Situasi dunia yang semakin global juga membuat rakyat pada hari ini sudah mula bijak untuk membandingkan antara Malaysia dan negara luar. Situasi ini kurang berlaku pada era-era sekitar 1980-an dan 1990-an yang mana pada waktu itu rakyat Malaysia hanya melihat perkembangan Malaysia secara dalaman. Hari ini dengan kemajuan teknologi komunikasi dan perhubungan rakyat Malaysia dapat memantau perkembangan negara-negara luar seperti Singapura, Korea dan beberapa negara lain yang dahulunya setaraf dan ada yang lebih rendah daripada Malaysia, yang hari ini telah menjadi sebuah negara yang maju dan jauh lebih hebat perkembangan ekonominya berbanding Malaysia. Mereka akan mula membandingkan Malaysia dengan negara-negara tersebut dan perkara ini membuatkan rakyat pada hari ini menjadi lebih kritikal dalam membuat penilaian politik hingga membawa kepada politik rentas kaum.

Kemajuan ekonomi sekitar tahun 1990-an dan kewujudan kawasan-kawasan bandar di Malaysia juga telah merubah gaya dan tingkah laku masyarakat dalam isu berkenaan politik pada hari ini. Kawasan-kawasan bandar ini ramai dihuni oleh generasi muda. Generasi muda di kawasan-kawasan bandar ini rata-ratanya mempunyai pendidikan sekurang-kurangnya peringkat diploma. Perkara ini sedikit sebanyak membuatkan gaya berfikir dan tingkah laku mereka dalam politik juga berbeza dengan generasi muda di luar bandar. Rata-rata generasi muda mahukan kehidupan yang selesa, kemudahan awam yang baik dan peluang pekerjaan yang selesa. Isu-isu yang dimainkan oleh parti-parti pembangkang seperti beban hutang PTPTN, peluang pekerjaan dan kadar gaji yang rendah menjadikan isu-isu tersebut dekat dengan generasi muda. Semua isu yang dimainkan tadi merupakan isu yang menyelubungi generasi muda daripada semua kaum baik Melayu, Cina dan India. Perkara ini membuatkan keputusan dalam gaya pengundian politik generasi muda ini tidak lagi terikat dengan isu-isu kaum. Golongan muda ini mahukan kehidupan yang lebih harmoni dan sejahtera dengan memberi tumpuan kepada keselesaan perkhidmatan, pekerjaan yang baik, kemudahan awam, tempat tinggal dan juga harga barangan yang berpatutan. Secara keseluruhannya, keadaan politik negara menunjukkan satu transformasi. Rakyat semakin sedar akan hak mereka sendiri pernyataan ini disokong oleh Rosmadi (2013). Bagi Junaidi, et al. (2012) yang menjalankan kajian berkenaan persepsi belia terhadap politik mendapati belia ataupun golongan muda inginkan pemimpin yang jujur dan bertanggungjawab mewakili rakyat dengan mementingkan keperluan dan kehendak rakyat tanpa mementingkan diri sendiri dalam membuat sesuatu keputusan.

### **Kemampuan politik rentas kaum untuk bertahan**

Melihat kepada suasana politik Malaysia pada hari terdapat beberapa pengkaji yang mula mengatakan bahawa politik berteraskan kaum akan mula mengambil tempat semula dalam perjalanan politik Malaysia. Muhamad Takiyuddin Ismail dan Sity Daud (2016) dalam kajian terbaru mereka mendapati bibit-bibit pembalikan gaya politik Malaysia kepada politik lama semakin kelihatan. Politik lama yang dimaksudkan oleh pengkaji ini adalah politik yang berlegar dalam isu perkauman dalam mendapatkan sokongan pengundi. Parti-parti politik khususnya pembangkang dilihat semakin bermasalah menguruskan hal-hal berkenaan parti mereka. Apa yang jelas kegagalan menguruskan perbezaan ideologi dalam Pakatan Rakyat terutamanya antara DAP dan PAS telah membuatkan budaya politik Malaysia akan berpatah balik kepada era sebelum PRU-13.

Apabila wujudnya pergeseran antara PAS dan DAP berkenaan isu ideologi ianya membuka jalan kepada isu perkauman mengambil tempat. Bermula dari isu agama iaitu penolakan DAP terhadap sistem hudud dan negara Islam yang diperjuangkan PAS ianya mengheret isu kaum antara Melayu dan bukan Melayu untuk turut sama bergelumang dalam pergolakan ini. Ianya pasti akan mempengaruhi corak pengundian dalam PRU yang akan datang. Seorang pemimpin parti Amanah Negara iaitu Faiz Fadzil dalam temubualnya bersama Sinar Harian pada tahun mengatakan PAS sudah mula memainkan isu perkauman dengan menyerang parti Amanah Negara dan DAP dengan melalui propaganda chauvinis. Tindakan sebegini

memperlihatkan bahawa politik rentas kaum seakan belum benar-benar wujud dalam politik Malaysia. Boleh juga dikatakan parti-parti politik terutamanya parti pembangkang hanya berpura-pura menolak politik perkauman sebaliknya mereka akan kembali kepada politik perkauman sekiranya tindakan itu boleh membawa keuntungan kepada mereka.

Kehilangan beberapa tokoh penting pembangkang juga membuatkan arah tuju politik kembali melihat kepada isu yang berteraskan kaum. Anwar Ibrahim yang menjadi pemimpin Pakatan Rakyat sebelum ini dilihat sebagai pemimpin untuk semua kaum bagi penyokong-penyokong pembangkang. Walaupun Anwar Ibrahim seorang yang berbangsa Melayu, namun beliau tidak dilihat hanya semata-mata pemimpin Melayu. Terdapat ramai anak muda Cina dan India begitu mengagumi beliau. Pemenjaraan Anwar Ibrahim pada Februari 2015 membuatkan parti pembangkang kehilangan ikon penyatuan mereka. Begitu juga dengan kematian tokoh terkenal PAS iaitu Nik Aziz Nik Mat juga pada tahun 2015 yang memberi kesan kepada budaya politik rentas kaum di Malaysia. Ketokohan Nik Aziz Nik Mat memang disegani oleh semua kaum. Gaya kepimpinan beliau telah membuatkan pengundi-pengundi Cina dan India tidak lagi takut untuk mengundi calon-calon Melayu dari PAS. Ketokohan Nik Aziz ini diakui sendiri oleh pemimpin BN iaitu Datuk Seri Panglima Salleh Said Keruak (2015) yang dalam catatan blognya menyatakan Malaysia tidak akan mempunyai masalah perkauman sekiranya mempunyai ramai pemimpin seperti Nik Aziz Nik Mat.

Dalam satu lagi aspek perubahan corak pengundian ini hanya dilihat berlaku pada kaum bukan Melayu. Dalam sesetengah kajian menunjukkan corak pengundian kaum Melayu terutamanya di kawasan-kawasan luar bandar masih lagi mengambil kira aspek kaum dalam menentukan sokongan mereka. Politik kaum di Malaysia berkait rapat dengan pola taburan penduduknya. Keadaan ini dapat diperhatikan dengan jelas khususnya di negeri Selangor. Berdasarkan kajian Junaidi et al. (2015) terhadap pola politik kaum di Melayu mendapati etnik Melayu majoritinya berada di kawasan pinggir bandar dan kawasan luar bandar, terutamanya di perkampungan tradisional seperti di daerah Kuala Selangor dan Sabak Bernam. Etnik Cina pula banyak yang mendiami kawasan bandar, khususnya di Lembah Klang. Sementara etnik India masih lagi berkonsentrasi di beberapa kawasan tertentu dalam daerah Sepang, Klang, Kuala Langat dan Hulu Selangor yang pada suatu masa terkenal dengan kawasan pertanian ladang. Pembahagian etnik mengikut kawasan dan aktiviti ekonomi ini boleh dikaitkan dengan faktor sejarah lampau. Dasar pecah dan perintah yang telah diamalkan oleh pentadbir British semasa memerintah Tanah Melayu telah meninggalkan kesan yang besar kepada corak taburan penduduk dan perkembangan masyarakat sehinggalah kini. Perbezaan penempatan akan mempengaruhi gaya pemikiran dan penilaian terhadap isu-isu politik. Kaum Melayu di kawasan-kawasan luar bandar lebih mementingkan isu berkenaan nasib dan kedudukan mereka sebagai kaum bumiputera. Isu-isu nasional seperti rasuah, hak asasi, cukai dan sebagai agak jauh dengan mereka.

### **Rumusan**

Apa yang boleh dirumuskan politik rentas kaum memang wujud di Malaysia terutamanya pada pasca PRU-13. Rata-rata pengundi terutamanya pengundi muda yang tinggal di kawasan-kawasan bandar tidak lagi melihat aspek kaum sebagai isu penting dalam membuat pilihan politik mereka. Bagi mereka sesiapa sahaja tidak kira apa kaum sekalipun selagi boleh membawa sesuatu yang terbaik untuk mereka, mereka akan menyokongnya. Ini bermaksud golongan muda tidak mahu terikat kepada isu kaum dan juga parti politik. Sekiranya BN boleh membuktikan yang mereka mampu menjuarai isu-isu rakyat serta mampu membuktikan urus tadbir yang baik dalam menguruskan negara potensi untuk BN mendapat kemenangan dua pertiga dalam pilihan raya akan datang tetap ada. Bagi golongan dewasa dan tua tindakan mereka untuk tidak mengambil kira soal kaum dalam menyatakan sokongan politik adalah disebabkan mahu menunjukkan protes mereka kepada BN. Kaum Cina misalnya mereka tidak



mahu mengundi calon-calon dari MCA dan Gerakan kerana mereka mahu menghantar isyarat kepada MCA dan Gerakan agar tidak terlalu tunduk kepada penguasaan Umno dalam BN. Tidak mustahil kaum Cina dan India akan kembali menyokong calon MCA, Gerakan atau MIC sekiranya parti-parti komponen BN ini dapat menunjukkan yang mereka bukanlah parti kelas kedua dalam gabungan BN. Ini kerana kaum bukan Melayu akan membuat keputusan politik mereka berdasarkan kepada pihak mana yang mampu memberikan khidmat yang terbaik seperti dalam sektor ekonomi, pendidikan dan lain-lain kebajikan mereka. Ini dapat dibuktikan jika kita melihat kembali sokongan bukan Melayu pada era 1990-an yang begitu kuat kepada BN waktu itu. Pada sekitar 1990-an iaitu sebelum negara dilanda krisis kewangan Asia tahun 1998 pertumbuhan ekonomi Malaysia berada dalam keadaan cukup baik. Sokongan kaum bukan Melayu terutamanya kaum Cina pada BN pada waktu itu sangat memberangsangkan.

Bagi corak pengundian kaum Melayu, mereka lebih mementingkan isu-isu berkenaan hak istimewa orang Melayu dan kedudukan agama Islam dalam membuat keputusan politik. Atas faktor itulah pengundi Melayu terutamanya dari kawasan luar bandar masih agak keberatan untuk mengundi calon-calon bukan Melayu dari parti pembangkang. Perkara ini semua menunjukkan politik rentas kaum yang wujud di Malaysia pada hari ini walaupun sudah wujud tetapi ianya masih bukan bersifat seratus peratus atau matang. Ditambah dengan beberapa kejadian dan tindakan sesetengah pihak seperti pergaduhan di Low Plaza tahun 2015, tindakan kumpulan Baju Merah dan beberapa insiden berunsur perkauman lain membuatkan kaum-kaum di Malaysia mula berfikir dua kali untuk merentasi sempadan kaum dalam urusan dan keputusan politik. Tetapi ini bukan bermaksud rakyat di Malaysia tegar dengan semangat perkauman dan membenci kaum lain, tetapi situasi semasa membuatkan setiap kaum akan merasakan lebih selamat dan selesa untuk berada dalam kumpulan kaum yang sama. Oleh itu kematangan rakyat dan pemimpin dari semua parti politik amat dituntut jika mahu melihat politik rentas kaum ini benar-benar wujud di Malaysia.

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## Evolusi Ideologi Radikal dalam Sejarah Kebangkitan Gerakan Islam

Siti Zubaidah Hj Abu Bakar<sup>a</sup>, Kamaruzaman Yusoff<sup>a</sup>, Mohd Mizan Mohammad Aslam<sup>b</sup> & Azura Muhammed Kifli<sup>a</sup>

<sup>a</sup>Universiti Teknologi Malaysia, Malaysia

<sup>b</sup>Kolej Universiti Islam Perlis, Malaysia

Email of corresponding author: sitizubaidah.ab75@gmail.com

### Abstrak

Pasca serangan 11 September 2001 menggemparkan dunia apabila gerakan-gerakan Islam dikaitkan dengan ideologi radikal yang mengakibatkan keganasan dan kemusnahan. Serangan balas dan pelbagai tekanan dilakukan oleh Barat terhadap dunia Islam kononnya kerana mereka sebagai Polis Dunia perlu mempertahankan keamanan sejagat. Kenyataan bahawa Islam adalah agama radikal jelas bertentangan dengan matlamat ia diturunkan iaitu sebagai *rahmatan lil alamin* selain hakikat sebenar bahawa radikalisme agama turut wujud di dalam agama-agama samawi yang lain. Namun apa yang sememangnya jelas berlaku adalah tindakan ekstrem pejuang Islam yang merosakkan imej agama sekaligus seolah membenarkan tuduhan oleh Barat. Justeru kajian ini disediakan bagi menerangkan evolusi ideologi radikal yang muncul di dalam sejarah kebangkitan gerakan Islam bermula abad ke 18 sehingga kini. Artikel ini menggunakan pendekatan kajian kualitatif dan sumber dapatan dibuat secara kajian kepustakaan, analisis dokumen dan temubual. Hasil dapatan kajian menjelaskan bahawa terdapat empat fasa meliputi fasa ideologi Wahabi, fasa ideologi Sayyid Qutb, fasa ideologi *Salafi Jihadi* dan fasa ideologi *Salafi Takfiri*. Berdasarkan dapatan, dapat disimpulkan bahawa ideologi radikal mula terbentuk berikutan permasalahan semasa umat Islam pada ketika itu seperti perlakuan bidaah, syirik dan ancaman pemikiran dari tamadun Rom dan Parsi, namun berkembang menjadi lebih serius apabila wujudnya penindasan dan kezaliman berterusan oleh Barat sehingga ideologi radikal ini diterjemahkan dengan tindakan ekstrem di akhir fasa gerakan kebangkitan Islam. Ternyata evolusi radikal Islam melalui tempoh yang panjang dengan desakan permasalahan umat semasa dan menjadi lebih signifikan kerana situasi global hari ini yang kompleks.

Katakunci : Ideologi; Radikal; Gerakan Islam; Ekstrem

### 1. Pengenalan

Kemunduran umat Islam berlaku di seluruh dunia sejak kejatuhan Kerajaan Khalifah Uthmaniyah (1299 – 1924) dan situasi menjadi lebih kritikal berikutan penindasan dan serangan sekularisme yang hebat khususnya di wilayah yang direbut oleh negara Eropah seperti Turki, Mesir dan India pada ketika itu. Dengan kepincangan ilmu, kejahilan dan perpecahan yang sedang melanda, umat Islam dibelenggu pelbagai salah faham agama seperti perkara khurafat dan bidaah. Namun, tekanan dan kegelapan dunia Islam ini jugalah yang telah membawa kepada kelahiran beberapa gerakan Islam yang bangkit memperjuangkan *islah* dan *tajdid*.

### 2. Metodologi Kajian

Kajian ini menggunakan pendekatan kualitatif dengan corak penghuraian menggunakan kaedah sosiologi sejarah (*historical sosiologi*). Kaedah ini menggabungkan pendekatan sosiologi dengan metod sejarah bagi menjelaskan fenomena umat Islam yang lebih global (Kuntowijoyo, 1993). Dapatan kajian dikupas menggunakan kaedah analisis dokumen dan temubual dan kajian kepustakaan.

### 3. Dapatan Kajian: Evolusi Ideologi Radikal (Abad 18 hingga 21 Masihi)

Bermula pada abad ke 18 masihi, muncul beberapa gerakan Islam yang mewarnai pendekatan-pendekatan keras di dalam menyampaikan dakwah Islam. Beberapa fasa perkembangan ideologi radikal yang dibawa oleh gerakan Islam ini mula dikenalpasti iaitu ideologi Wahabi di Semenanjung Tanah Arab yang dibawa oleh Muhammad Bin Abdul Wahab (1703 – 1792), ideologi Sayyid Qutb (1906-1966) ketika bersama-sama gerakan Ikhwanul Muslimin (IM) pada tahun 1950an dan ideologi radikal global yang bermatlamatkan penubuhan *Khilafah Islamiyah* bagi mengembalikan kekuatan kerajaan Islam selepas kejatuhan Kerajaan Khalifah Uthmaniyah (Fadhlullah, 2007). Ideologi radikal global ini muncul seiring zaman globalisasi dan merujuk kepada dua kelompok besar iaitu *Salafi Jihadi* dan *Salafi Takfiri*.

#### 3.1 Fasa Pertama: Ideologi Wahabi

Ideologi Wahabi diperkenalkan oleh Muhamad Bin Abdul Wahab sekitar kurun ke 18 Masihi ini bukanlah suatu pembaharuan mutlak dalam pemikiran Islam sebaliknya menekankan semula konsep *salafiyah* yang dibawa oleh Ibnu Taimiyah dan Ibnu Qayyim Al Jauziyah bagi tujuan menghidupkan kembali ajaran ahli salaf yang patuh kepada Al Quran dan As Sunnah sepenuhnya (Shaikh Salih Abdul Aziz, 2000). Sememangnya pandangan yang difatwakan di zaman kedua-dua ulama tersebut agak keras berikutan konflik pelbagai aliran yang muncul ketika itu termasuklah *Asy'ariyah*, *Jahmiyah*, *Mu'tazilah*, *Murji'ah*, *Khawarij* dan *Rafidhah* selain ketidakstabilan politik oleh situasi Perang Salib dan serangan pengaruh falsafah Yunani dan Barat yang kuat (Syaiikh Ahmad Farid, 2006). Namun, pandangan mereka telah digunakan oleh pengasas ideologi Wahabi ini dan digabungkan dengan pendirian dan pandangan beliau sendiri (Zamihan, 2011) sehingga ia menjadi lebih ekstrem dalam menentang amalan *taqlid*, syirik dan bidaah yang dikatakan berlaku pada zamannya (Al Qarni, 2006).

Ideologi yang dibawa oleh Gerakan Wahabi secara umumnya digambarkan di dalam Rajah 1:

Aqidah	Syariah	Akhlak
<ul style="list-style-type: none"><li>•Tauhid <i>Rububiyah</i></li><li>•Tauhid <i>Uluhiyah</i></li></ul>	<ul style="list-style-type: none"><li>•Menentang perbezaan mazhab, menghukum syirik dan bidaah</li><li>•Menggalakkan jihad</li></ul>	<ul style="list-style-type: none"><li>•Ekstrem</li><li>•<i>Takfiri</i></li></ul>

Rajah 1: Ideologi Wahabi

Berdasarkan kepada Rajah 1 di atas, tiga aspek utama yang diperkenalkan di dalam ideologi Wahabi dan bersifat radikal adalah aspek aqidah, syariah dan akhlak. Di dalam aqidah, Muhammad bin Abdul Wahab telah membahagikan tauhid kepada dua jenis iaitu *Tauhid Rububiyah* sebagai mengakui Allah SWT pencipta keseluruhan makhluk dan *Tauhid Uluhiyah* pula memberi penekanan ke arah penyembahan Allah SWT selaku tuhan yang berhak disembah. Menurut beliau, beriman kepada *Tauhid Rububiyah* adalah tidak memadai kerana ia turut dilakukan oleh orang kafir kerana mereka juga beriman kepada tuhan (Zamihan, 2011; Muhammad Faqih, 2015), justeru, umat Islam yang sebenar perlu menterjemahkan pengakuan mereka juga menerusi beriman kepada *Tauhid Uluhiyah* (Syeikh Ahmad Zaini Dahlan, 2015).

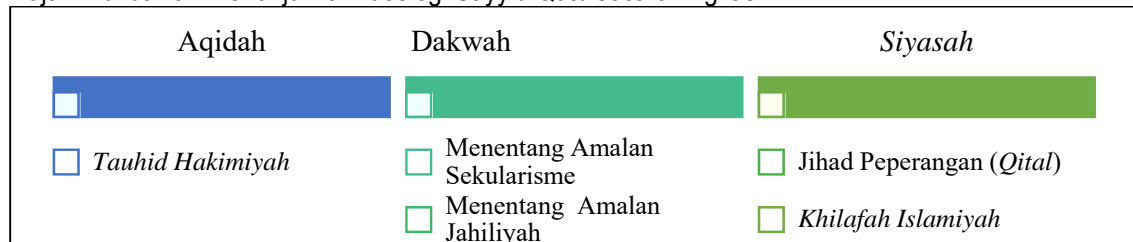
Seterusnya, di dalam membahaskan perkara berkaitan ibadah, walaupun beliau berfahaman Hambali, ideologi Wahabi ini tidak menggalakkan perbezaan mazhab dan menentang perselisihan mengenainya (Azyumardi, 2004) serta sebaliknya menggalakkan pengamalan ijtihad di dalam menangani sesuatu isu agama (Shaikh Muhammad Sa'id, 2005) sebagaimana

yang diamalkan oleh Ibnu Taimiyah. Selain itu, ideologi ini turut menentang amalan yang bercanggah dengan amalan di zaman Rasulullah SAW dan ulama salaf, menjatuhkan hukum bidaah dan syirik kepada yang tidak sehaluan dengannya (Zamihan, 2011) dan memerangi golongan ini menerusi jihad (Syekh Fathi al Mishri, 2011). Mereka juga telah dianggap sebagai kafir (*takfiri*) (Muhammad Idrus, 2016; Muhammad Faqih, 2015) dan situasi ini telah menghalalkan tindakan ekstrem gerakan Wahabi seperti menyerang Kerajaan Uthmaniyah secara tidak langsung, membunuh orang-orang Syiah dan ulama Sunni serta sesiapa sahaja orang awam yang bercanggah fahaman dengan mereka di Tanah Arab (Masudul Hasan, 2000).

### 3.2 Fasa Kedua: Ideologi Sayyid Qutb

Ideologi radikal oleh Sayyid Qutb diperkenalkan ketika beliau berjuang bersama-sama *Ikhwanul Muslimin* (IM) yang terkenal sebagai gerakan pemangkin dan pemberi inspirasi kepada hampir keseluruhan gerakan-gerakan kebangkitan Islam pada abad ke 20 ini (As Suri, 2009; Azoulay, 2015). Beliau menyertai IM pada tahun 1952 ketika kerancangan perjuangan gerakan tersebut yang pada ketika itu telah mempunyai seramai antara 300,000 hingga 600,000 keahlian yang aktif di seluruh Mesir dan cawangan di luar Mesir seperti di Jordan, Syria dan Sudan (Oxford, 2001). Walaupun IM ketika itu lebih terkenal dengan gerakan bersifat dakwah sebagaimana dibawa oleh pengasasnya Hasan Al Banna namun berdasarkan pemerhatian dan pengalaman Sayyid Qutb yang pernah tinggal di Barat dan memerhati sendiri perkembangan di negara Eropah dan sikap penjajah, beliau telah membawa pendekatan yang lebih radikal bagi mempertahankan situasi semasa umat Islam dan campur tangan Barat di Mesir pada ketika itu.

Rajah 2 di bawah menunjukkan Ideologi Sayyid Qutb secara ringkas:



Rajah 2: Ideologi Sayyid Qutb

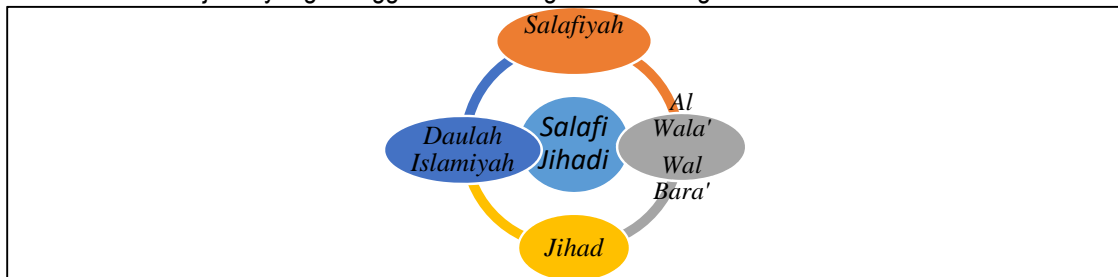
Berdasarkan kepada Rajah 2 di atas, tiga aspek yang dibincangkan di dalam ideologi Sayyid Qutb adalah aqidah, dakwah dan *siyasah* (politik). Di dalam membicarakan aspek aqidah, Sayyid Qutb adalah antara tokoh utama di zaman moden yang membicarakan *Tauhid Hakimiyah* secara terperinci khususnya di dalam mengaitkan pandangannya dengan hukum *siyasah* (politik) Islam pada ketika itu (Mohamad Kamil *et al.*, 2010). *Tauhid Hakimiyah* ini adalah tauhid yang diperkenalkan oleh Ibnu Taimiyah di dalam kitabnya *At Tauhid* (Esposito dan Voll, 2001) yang bermaksud keyakinan hamba dalam mentaati hukum-hukum syariat yang ditetapkan oleh Allah SWT sebagai pemilik hukuman. Menurut Sayyid Qutb, manusia perlu memberikan hak kekuasaan pemerintahan di dunia ini sepenuhnya kepada Allah SWT yang menggubal undang-undang syariat kerana Allah SWT selaku Tuhan yang wajib disembah dan tiada perhambaan dibenarkan di kalangan sesama manusia (Sayyid Qutb, 1979; 1981).

Di dalam aspek dakwah, Sayyid Qutb mengajak umat Islam menentang fahaman sekularisme dan budaya *jahiliyah* yang membawa kepada keruntuhan moral, kemiskinan dan pengabaian syariat Allah SWT (Sayyid Qutb, 1979; 1981; 2002). Oleh itu seruan ini diterjemahkan di dalam akhlak atau tindakan beliau yang menekankan gerakan *jihad qital* (peperangan) menentang

amalan *jahiliyah* yang lahir kerana kekufuran masyarakat serta pemimpin yang taghut (Meijer, 2009) bagi menghidupkan semula kepimpinan negara *berkhilafah*. Sayyid Qutb berpendapat bahawa pemimpin hanya mempunyai dua pilihan iaitu sama ada ingin membentuk sebuah kerajaan Islam yang benar (*darul Islam*) atau tidak (*darul harb*) yang bakal menjadi sebuah kerajaan yang perlu diperangi (Esposito, 2010: 68).

### 3.3 Fasa Ketiga: Ideologi Salafi Jihadi

Antara tahun 1970an hingga 1990an, gerakan kebangkitan Islam semakin rancak berlaku di seluruh dunia (Dekmejian, 1995) dan ideologi jihad menjadi trend yang sangat digemari oleh gerakan Islam (As Suri, 2009). Ketika inilah lahirnya ideologi *Salafi Jihadi* yang signifikan dengan gerakan Al Qaeda yang diasaskan oleh Osama Ben Laden dan Abdullah Azzam pasca peperangan di Afghanistan pada akhir 1980an. Al Qaeda mengisytiharkan jihad terhadap Amerika Syarikat (AS) dan sekutunya pada tahun 1996 (Esposito, 2002) dan merekrut umat Islam dari seluruh dunia yang datang ke pusat gerakan mereka di Afghanistan dan Pakistan. Berikut adalah Rajah 3 yang menggambarkan ringkasan Ideologi *Salafi Jihadi*.



Rajah 3: Ideologi *Salafi Jihadi*

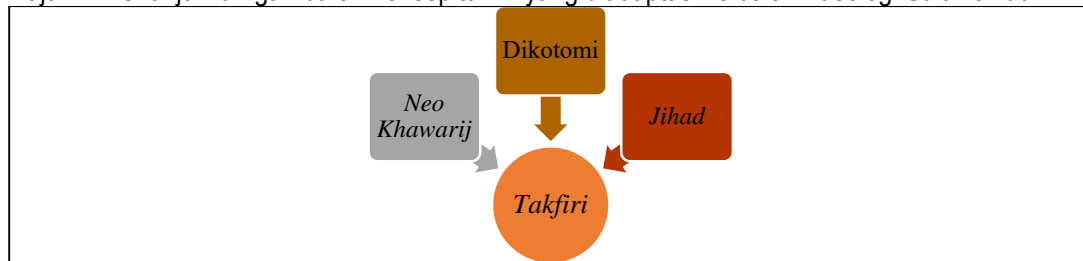
Berdasarkan Rajah 3 di atas, istilah *Salafi Jihadi* melambangkan pengaruh ajaran *salafiyah* yang dibawa oleh Ibnu Taimiyah dan gerakan ideologi Wahabi dengan seruan jihad *qital* yang dibawa oleh Sayyid Qutb (Sariburaja, 2013). Kedua-dua konsep ini digabungkan dan diadaptasi mengikut kesesuaian perjuangan gerakan radikal oleh Abdus Salam Faraj (As Suri, 2009). Selain itu, ideologi ini turut memegang konsep *al wala' wal bara'* atas asas kalimah *la ilaha illa Allah* dengan memberi janji setia kepada Allah SWT dan menjauhi sebarang yang berlawanan dengan syariatNya (Al-Qahtani, 2013). Mereka juga percaya bahawa konsep ini membantu mereka mengenalpasti siapakah yang benar-benar memusuhi Islam sama ada umat Islam sendiri atau orang kafir (Azh-Zhawahiri, 2008) serta membolehkan mereka melaksanakan jihad *qital* dan memansuhkan semua ajaran jihad lain di dalam Islam.

Dalam membahaskan jihad *qital* ini, beberapa terminologi jihad diperkenalkan seperti jihad global iaitu jihad menentang musuh yang jauh yakni AS atau juga dikenali sebagai jihad ofensif (Zulkarnain dan Nordin, 2013) yang bermaksud jihad menyerang orang kafir yang memusuhi umat Islam. Jihad ini bersandarkan kepada dalil dari Surah At Taubah, 9 yang mengajak ke arah memerangi orang kafir musyrik. Selain itu terdapat pula jihad defensif iaitu jihad mempertahankan hak dan maruah negara Islam yang disandarkan kepada Surah Al Mumtahanah: 8 yang membenarkan manusia bertindak adil dan baik terhadap orang kafir yang tidak memerangi agama Islam. Kesemua istilah jihad ini dibuat demi memusnahkan golongan taghut dan menegakkan negara atau *Daulah Islamiyah* dan ideologi ini telah meletakkan hukum jihad *qital* ini adalah fardhu ain sebagaimana bersandarkan Surah At Taubah ayat 5 dan 36 yang dikenali sebagai *Ayatus So'if* serta dirujuk bagi menghapuskan lebih 120 ayat jihad yang selain dari jihad peperangan (As Suri, 2009; Solahudin, 2011).

### 3.4 Fasa Keempat: Ideologi Salafi Takfiri

*Salafi Takfiri* adalah suatu kelompok dari pengamal ideologi *Salafi Jihadi* namun menggabungkannya dengan elemen *takfiri* yang diperkenalkan semula oleh Abu Muhammad Al Maqdisi dalam mengkafirkan golongan yang tidak sehaluan dengannya (As Suri, 2009). Ideologi ini dipopularkan oleh gerakan *Islamic State* (Daesh) yang diasaskan oleh Abu Mus'ab Al Zarqawi, sebuah gerakan serpihan dari Al Qaeda di Iraq dan memperjuangkan penubuhan negara Islam berkhilafah di Iraq dan Syria. Daesh banyak merujuk ajaran Sayyid Qutb (Syaiikh Ali Hasan, 2015) dan seperti penganut ideologi *Salafi Jihadi* lain, mereka mempercayai ciri-ciri ideologi *salafiyah*, *tauhid hakimiyah*, pegangan konsep *al wala' wal bara'* (Rumiyah 2, 2016), *jihad qital* dan matlamat akhir perpindahan dari *Darul Harb* ke *Darul Islam* (Ahmad El Muhammady, 2017). Kesemua konsep ini disesuaikan dengan matlamat perjuangan gerakan, situasi semasa dan komplikasi pengikut dan jaringannya hingga menjadikan ia sangat ekstrem dan digeruni oleh masyarakat dunia termasuk Barat dan orang Islam sendiri. Walaubagaimanapun, berikutan semangat juang yang tinggi namun ketiadaan ilmu yang cukup dan benar, desakan dan pengaruh sekeliling mahupun situasi di penjara yang pelbagai, ideologi ini menjadi ancaman paling radikal dewasa ini.

Rajah 4 menunjukkan gambaran konsep *takfiri* yang diadaptasi ke dalam Ideologi *Salafi Jihadi*.



Rajah 4: Ideologi *Salafi Takfiri*

Berdasarkan kepada Rajah 4 di atas, konsep *takfiri* adalah suatu konsep yang menyamai perjuangan oleh *Khawarij*, kelompok pertama yang mengkafirkan golongan yang tidak sehaluan dengannya. Ideologi *Salafi Takfiri* ini memerangi bukan sahaja di kalangan orang kafir malah juga umat Islam yang bersekutu dengan kerajaan kafir justeru mereka dilabel sebagai *Neo Khawarij* atau *khawarij* baru (Syaiikh Ahmad Zaini, 2015; Mohd Hizam dan Zamihan, 2016; Muhammad Idrus, 2016). Ciri-ciri *Khawarij* seperti kepatuhan yang tinggi terhadap agama, keberanian luar biasa, suka mencela dan bersifat tertutup (Kamaruzaman, 2015; Fahmy, 2016) adalah antara yang wujud di dalam amalan ideologi ini walaupun terdapat beberapa pandangan lain yang mengatakan tidak semua gerakan radikal adalah kumpulan *Neo Khawarij* (Badlihasham, 2011; Syaiikh Ali Hasan, 2015).

Selain itu, fahaman ini juga memberi hanya dua pilihan kepada dunia, iaitu sama ada bersetuju dengan perjuangan mereka atau dikira sebagai kafir. Konsep dua pilihan dikotomi yang diperkenalkan oleh Sayyid Qutb ini menyebabkan Daesh memberi pilihan kepada pengikutnya sama ada umat Islam berhijrah ke *Darul Islam* di Syria dan Iraq atau kekal bersama *Darul Harb* dan bakal diperangi (Dabiq 1, 2014). Selain itu, keengkaran kerajaan Islam melaksanakan tuntutan Al Quran dan sunnah sebaliknya melakukan pilihanraya serta sistem ideologi buatan manusia seperti demokrasi dan nasionalisme dikira membatalkan aqidah dan pelakunya telah murtad dan perlu diperangi menerusi *jihad*. Justeru, *jihad* adalah solusi terbaik dan ia dilaksanakan dalam bentuk serangan pengebom berani mati, persendirian (*lonewolf*), propaganda ataupun *jihad qital* (peperangan) (Mohd Mizan *et al.*, 2016). Namun hakikatnya, serangan terhadap golongan yang dikategorikan 'kafir' ini tidak mengira agama, jantina mahupun

usia. Apa yang penting bagi mereka adalah merealisasikan hasrat penubuhan negara Islam yang mereka perjuangkan.

#### 4. Kesimpulan

Kemunculan ideologi radikal di dalam sejarah gerakan Islam secara umumnya berkesinambungan dari satu fasa ke satu fasa yang lain kerana masalah umat Islam yang semakin kompleks serta tekanan-tekanan luar yang diterima. Perkembangan ini menyebabkan lahirnya gerakan ekstrem yang menyimpang dari apa yang sebenarnya digariskan oleh syariat. Hakikatnya, dalam merealisasikan sebuah kerajaan Islam, gerakan kebangkitan Islam perlulah menghayati syariat sebenar agar ia tidak terpesong dari landasan agama. Kekeliruan terhadap konsep gerakan Islam yang dibiarkan berlarutan boleh mencemarkan imej Islam itu sendiri seolah-olah Islam adalah sebuah agama yang mengancam keamanan walaupun hakikatnya gerakan radikal agama juga muncul dalam agama-agama lain seperti Yahudi dan Kristian.

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### Konsep 'Alam Takambang Jadi Guru' Terhadap Organisasi Ruang Rumah Tradisional Negeri Sembilan (RTNS) Di Rembau, Malaysia

Mohamad Hanif Abdul Wahab, Azizi Bahauddin

<sup>a</sup>Pusat Pengajian Perumahan, Bangunan dan Perancangan, Universiti Sains Malaysia  
Email of corresponding author: mhaw15\_hbp026@student.usm.my

#### Abstrak

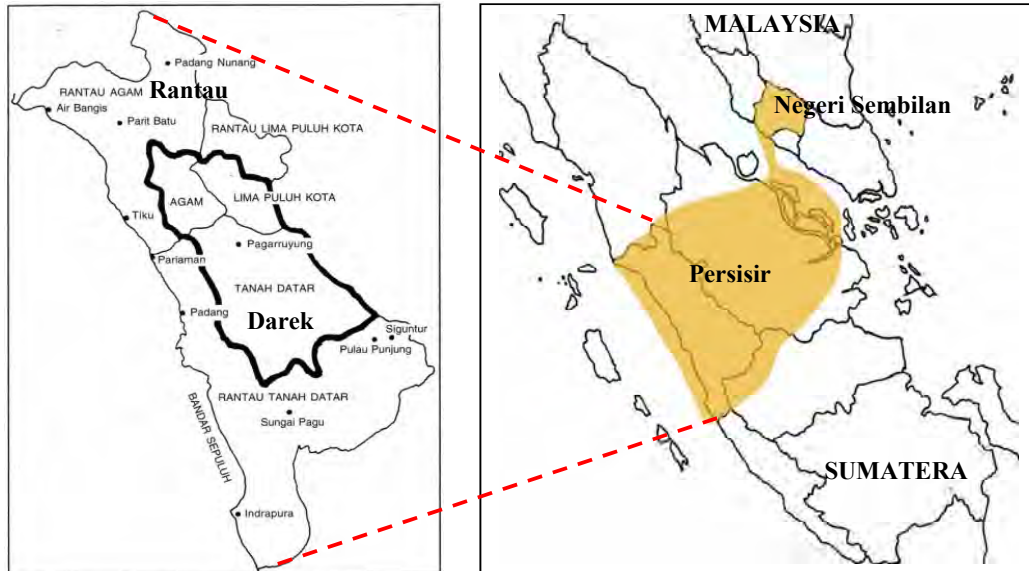
Rumah tradisional Negeri Sembilan (RTNS) berbeza dengan rumah adat Minangkabau (RAM) walaupun dari kebudayaan yang sama. Ini kerana masyarakat Minangkabau mengadaptasikan falsafah *alam takambang jadi guru* dalam sistem kehidupan mereka. Kertas kerja ini bertujuan untuk membentangkan kajian tentang hubungan alam dengan organisasi ruang RTNS di daerah Rembau. Kajian kualitatif ini menganalisa 10 kajian kes RTNS dan menilai unsur-unsur alam yang dizahirkan pada RTNS. Hasil kajian mendapati organisasi ruang RTNS dipengaruhi oleh unsur sungai adalah berbeza dengan RAM yang dipengaruhi oleh unsur gunung. Disebalik perbezaan ini RTNS dan RAM menzahirkan persamaan dimana perletakan ruang kedua-dua rumah mengambilkira keharmonian persekitaran selaras dengan konsep '*alam takambang jadi guru*'.

Kata kunci: Konsep; Alam; Orientasi; Rumah; Minangkabau.

#### 1. Pengenalan

Masyarakat Minangkabau yang berpusat di Sumatera Barat menamakan tanah airnya sebagai Alam Minangkabau. Mereka berpendapat alam yang dicipta Tuhan adalah segala-galanya. Ia bukan sahaja tanah kelahiran dan kematian, tempat hidup dan berkembang zuriat malah menjadi sumber rujukan kehidupan. Alam mempunyai nilai untuk mendidik manusia berdasarkan fenomena alam semulajadi yang sentiasa berevolusi, dinamik dan berubah-ubah. Ilmu alam ciptaan Tuhan terpancar begitu luas dan variasi, tidak hanya untuk dimanfaatkan, tetapi juga untuk diambil pelajaran dari kejadiannya melalui pengalaman. Ilmu alam begitu dekat dengan masyarakat Minangkabau hinggalah dimanifestasikan dalam bentuk falsafah kehidupan yang dikenali sebagai *alam takambang jadi guru*.

Etimologi *alam takambang jadi guru* berasal dari bahasa Minangkabau di Sumatera Barat, Indonesia bermaksud alam berkembang menjadi guru. Masyarakat Minangkabau menjadikan alam sebagai guru dan sentiasa mendekatkan diri dengan pencarian ilmu alam melalui pengalaman merantau keluar dari tanah kelahiran di Minangkabau. Proses merantau dikenali sebagai pemekaran nagari (Kato 2005) membentuk Alam Minangkabau yang berpusat di *darek* (induk) yang terdiri daripada 3 nagari tua iaitu Tanah Datar, Agam dan Lima Puluh Kota menyusur ke wilayah rantau, persisir hingga menyeberangi Selat Melaka membentuk Negeri Sembilan di Semenanjung Malaysia. Sejajar dengan pemekaran nagari, rumah masyarakat Minangkabau di Negeri Sembilan juga mengalami perubahan atau evolusi seni bina (Ismail et al. 2016). Seni bina rumah tradisional Negeri Sembilan (RTNS) dilihat berbeza dengan rumah adat Minangkabau (RAM) di Sumatera Barat, Indonesia walaupun kedua-dua masyarakat berasal dari kebudayaan yang sama (Hardono & Bahauddin 2012).



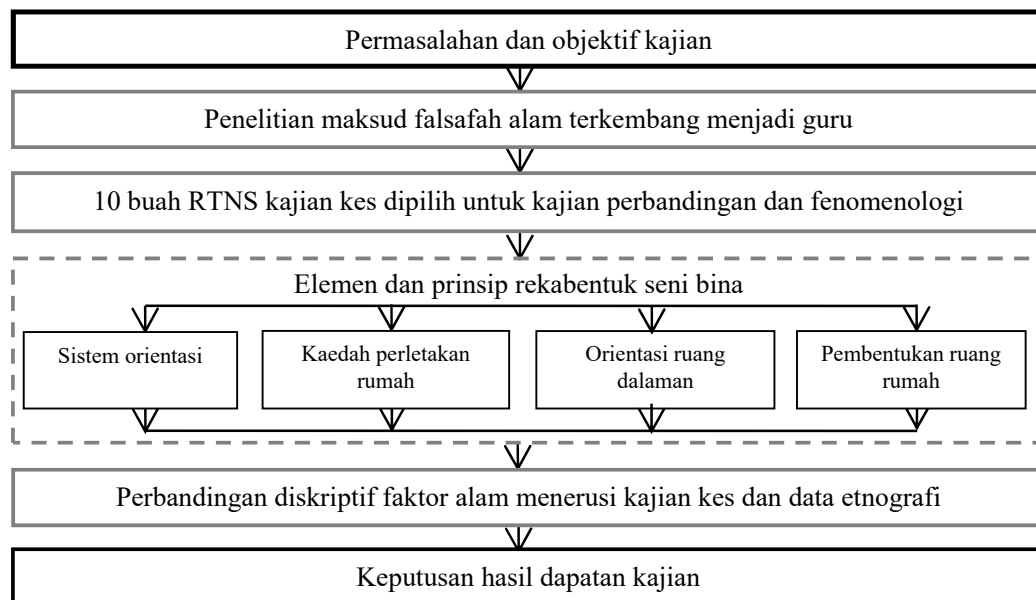
Rajah 1: Peta wilayah Alam Minangkabau dari *darek* in Sumatera, Indonesia hingga ke Negeri Sembilan, Malaysia. Sumber: Kato, (2005), Mohamad Hanif ( 2016 ).

## 2. Permasalahan dan Objektif

Proses merantau masyarakat Minangkabau mengadaptasikan perbezaan cara hidup di persekitaran baru. Antaranya adalah perbezaan rekabentuk rumah RAM dan RTNS. Ini kerana falsafah alam berkembang menjadi guru yang berubah dan berevolusi mengkehendakkan mereka mengadaptasi dan menyesuaikan diri dengan persekitaran baru. Adaptasi yang berlaku di tanah rantau adalah evolusi rekabentuk RTNS yang dipengaruhi oleh faktor kedaerahan atau faktor alam sekeliling (Ismail et al. 2016). Tidak seperti di Minangkabau dimana RAM lebih cenderung dibina berorientasikan gunung (Syamsul Asri 2004), RTNS dibina selari dengan sungai. Ruang pangkal serambi RTNS berada di kedudukan hilir sungai manakala ruang hujung serambi dan bilik di kedudukan ke hulu sungai (Idrus 1996). Walaupun gunung dan sungai adalah unsur alam yang berbeza, kajian ini akan menilai persamaan yang wujud pada kedua unsur-unsur tersebut. Melalui data kajian lapangan, analisa akan dilakukan dengan membandingkan pernyataan yang diperoleh dari penyelidik rumah Minangkabau dan dibandingkan dengan kajian lapangan RTNS. Aspek seni bina seperti sistem orientasi rumah; kaedah perletakan rumah; orientasi ruang dalaman; dan pembentukan ruang rumah diambil kira dalam kajian ini. Kajian ini akan menghuraikan bagaimana faktor alam dijadikan sebagai konsep bagi perletakan RTNS berpanduan falsafah alam berkembang menjadi guru.

## 3. Metodologi dan Kaedah

Kajian ini merupakan sebuah penyelidikan kualitatif yang memberatkan usaha pencarian data dari sumber sekunder dan primer menggunakan kaedah etnografi dan fenomenologi. Kajian ini mengupas pengertian falsafah alam berkembang menjadi guru dari sumber literatur dan seterusnya mengaitkan interpretasi, atau makna falsafah melalui faktor alam yang melahirkan sifat melalui elemen dan prinsip rekabentuk seni bina. Elemen dan prinsip rekabentuk seni bina menjadi bukti fizikal yang diukur pada 10 buah rumah RTNS sebagai kajian kes. Rangka kajian adalah seperti dibawah:



Rajah 2: Rangka kerja metodologi dan kaedah kajian

### 3. Tinjauan Literatur

Alam Minangkabau ialah suatu kawasan yang merujuk kepada bentuk geografi, budaya, falsafah dan kedudukan alam yang sangat penting dalam pemikiran masyarakat Minangkabau (Ismael 2007). Masyarakat Minangkabau menjadikan unsur alam sebagai menjadi panduan berlandaskan ajaran agama Islam. Unsur alam hidup dalam lingkungan ekosistemnya secara harmoni, namun dinamik yang bersesuaian dengan dialektik alam yang dikenali sebagai *bakaro bakajadi* atau bersebab dan berakibat (Nasroen 1957; Navis 1984). Ali Akbar Navis, (1984) menggambarkan dialektik alam dan segenap unsurnya terbahagi kepada empat iaitu:

*“ada matahari, ada bulan, ada bumi, ada bintang; ada siang, ada malam, ada pagi, ada petang; ada timur, ada barat, ada utara, ada selatan; ada api, ada air, ada tanah, ada angin”*

Empat unsur tersebut menjelaskan bahawa kewujudan alam mempunyai unsur yang harmoni bercirikan keseimbangan dalam pertentangan (Ismael 2007; Navis 1984) yang mempunyai permulaan dan pengakhiran. Dalam lingkungan seni bina Minangkabau, RAM yang terletak di Minangkabau merupakan hasil bentuk kebudayaan suku bangsa yang hidup di kawasan pergunungan di daerah Bukit Barisan yang menjajar di sepanjang pantai barat Pulau Sumatera di bahagian tengah. Seluruh elemen rekabentuk seni bina RAM dipancarkan melalui metafora alam yang indah dan kaya dengan mempraktikkan falsafah alam terkembang menjadi guru mengikut susunan alam yang harmoni dan dinamik. Bentuk RAM dibina untuk kelihatan serasi dengan bentuk alam Bukit Barisan yang bahagian puncaknya bergaris lengkung dan meninggi pada bahagian tengahnya serta lerengnya melengkung dan mengembang ke bawah dengan bentuk segi tiga (Navis 1984).

Pengkaji rumah adat Minangkabau, Dr. Sudirman Ismael (2007) menyatakan bahawa adat Minangkabau memperlihatkan sifat tetap dan berubah sama seperti hubungan konsep keseimbangan dalam penentangan pada alam. Sepertimana air, sawah dan sinar matahari

Berbeza dengan RAM yang dibina berdasarkan bentuk pergunungan di daerah Bukit Barisan, RTNS di daerah Rembau, Negeri Sembilan dibina berpanduan kedudukan sungai. RTNS dibina selari dengan aliran sungai dimana ruang hujung serambi dan bilik di kedudukan ke hulu sungai manakala ruang pangkal serambi berada di kedudukan ke hilir sungai (Idrus 1996). Bentuk muka bumi Rembau merupakan lembah landai yang disempadani Banjaran Titiwangsa dari sebelah utara ke timur jelas mempengaruhi pembinaan RTNS. Dari banjaran ini terletak hulu-hulu sungai utama seperti Sungai Rembau, Sungai Batu-Hampar, Sungai Pedas dan Sungai Linggi-Batang Benar mewujudkan cawangan-cawangan sungai yang mengalir masuk ke 17 mukim dan 204 buah kampung (Anon 2017) dan tertumpu menjadi Sungai Linggi di kualitasnya.

Rajah 3: Peta Negeri Sembilan dan Rembau di Semenanjung Malaysia. Sumber: University of California Press E-Books Collection, 1982-2004 dan peta kawasan Baroh dan Darat di Rembau, Negeri Sembilan, Malaysia. Sumber: Ibrahim, (1995)



#### 4. Kajian Lapangan

Kajian kes melibatkan 10 buah RTNS yang telah dipilih berdasarkan usia rumah yang sekitar 100 tahun. Ini kerana sebuah bangunan yang mempunyai nilai sesuatu bangsa dan budaya serta bertahan sehingga 100 tahun penggunaannya wajar dirujuk sebagai bangunan bersejarah (Fielden 2000; Kamal 2010). Selain itu, faktor lokasi yang berada berhampiran dengan Sungai Rembau dan cawangannya juga dipilih kerana kaitan sejarah penempatan dengan persekitaran topografinya. Maklumat umum 10 buah RTNS adalah seperti di jadual di bawah:

<i>Nama Rumah</i>	<i>Kod Rumah</i>	<i>Usia Rumah</i>	<i>Status Tukang</i>	<i>Lokasi</i>	<i>Bahagian Rembau</i>
Rumah Telapak Dato'Akhir Undang Rembau ke-14	RTNS-1	(1837-1871), 180 -146 tahun	Melayu	Kg. Pulau Hanyut	Baroh
Rumah Haji Kassim bin Haji Mohd. Ali	RTNS-2	(1860), 157 tahun	Melayu.	Kg. Selemak	Darat
Rumah Lanjong	RTNS-3	(1866), 151 tahun	Melayu.	Kg. Selemak	Darat
Rumah Muhamad Arsad	RTNS-4	(1871), 146 tahun	Melayu	Kg. Selemak	Darat
Rumah Telapak Dato' Mangku Salleh	RTNS-5	(1870-an), 130 tahun	Melayu Sumatera	Kg. Paya Kumbuh	Baroh
Rumah Wan Khairiah Osman	RTNS-6	(1900an), 117 tahun	Melayu	Kg. Pulau Bongek	Baroh
Rumah Hajah Kundur	RTNS-7	(1902), 115 tahun	Melayu	Kg. Rendah	Darat
Rumah Norlida Ibrahim	RTNS-8	(1900an), 117 tahun	Melayu	Kg. Astana Raja	Baroh
Rumah Dato' Shahbandar Sahil Ondot	RTNS-9	(1937), 80 tahun	Cina	Kg. Paya Kumboh	Baroh
Rumah Haji Ali Haji Yassin	RTNS-10	(1933), 84 tahun	Melayu	Kg Mungkal	Baroh

Jadual 1: Maklumat umum 10 buah RTNS yang terlibat dalam kajian rintis bagi kaedah perbandingan.

Hasil kajian lapangan terhadap 10 buah RTNS telah direkod berdasarkan orientasi RTNS dan ruang pangkal serambi berpandukan pandangan hadapan rumah serta aliran air sungai seperti di jadual bawah:

Kod Rumah	Jenis Rumah (T: Tiang)	Orientasi Pangkal Serambi	Orientasi Rumah			
			Utara	Selatan	Timur	Barat
RTNS-1	T16	Hilir Sungai	Banjaran Titiwangsa, tapak sawah,	Tapak sawah, Sungai Penajis	Tapak sawah	Tapak sawah
RTNS-2	T18 anjung satu	Hilir Sungai	Tapak sawah, Dataran	Sungai Layang, tapak sawah	Hulu Sungai Layang, Tanah sawah, Dataran	Tapak sawah
RTNS-3	T20 Anjung satu	Hilir Sungai	Titiwangsa, Bukit Bintongan			
RTNS-4	T16 Anjung satu	Hilir Sungai			Titiwangsa	
RTNS-5	T24 Anjung satu	Hilir Sungai	Tapak sawah	Sungai Rembau, tapak sawah	Tapak sawah, ladang getah	Tapak sawah, Dusun buahan
RTNS-6	T16	Hilir Sungai	Tapak sawah, anak Sungai Mampong	Ladang getah berbukit	Ladang getah	Tapak sawah
RTNS-7	T20	Hilir Sungai	Tapak sawah	Tapak sawah	Banjaran Titiwangssa, tapak sawah	Tapak sawah, Sungai Chembong
RTNS-8	T16	Hilir Sungai	Dataran Titiwangsa	Tapak Sawah, Sungai Rembau	Tapak sawah, Gunung Datuk	Tapak sawah
RTNS-9	T16	Hilir Sungai	Tapak sawah	Sungai Rembau, tapak sawah	Tapak sawah, ladang getah	Tapak sawah, Dusun buahan
RTNS-10	T22 Anjung satu	Hilir Sungai	Tapak sawah,	Sungai Batang Nyamor	Tapak sawah	Tapak sawah,

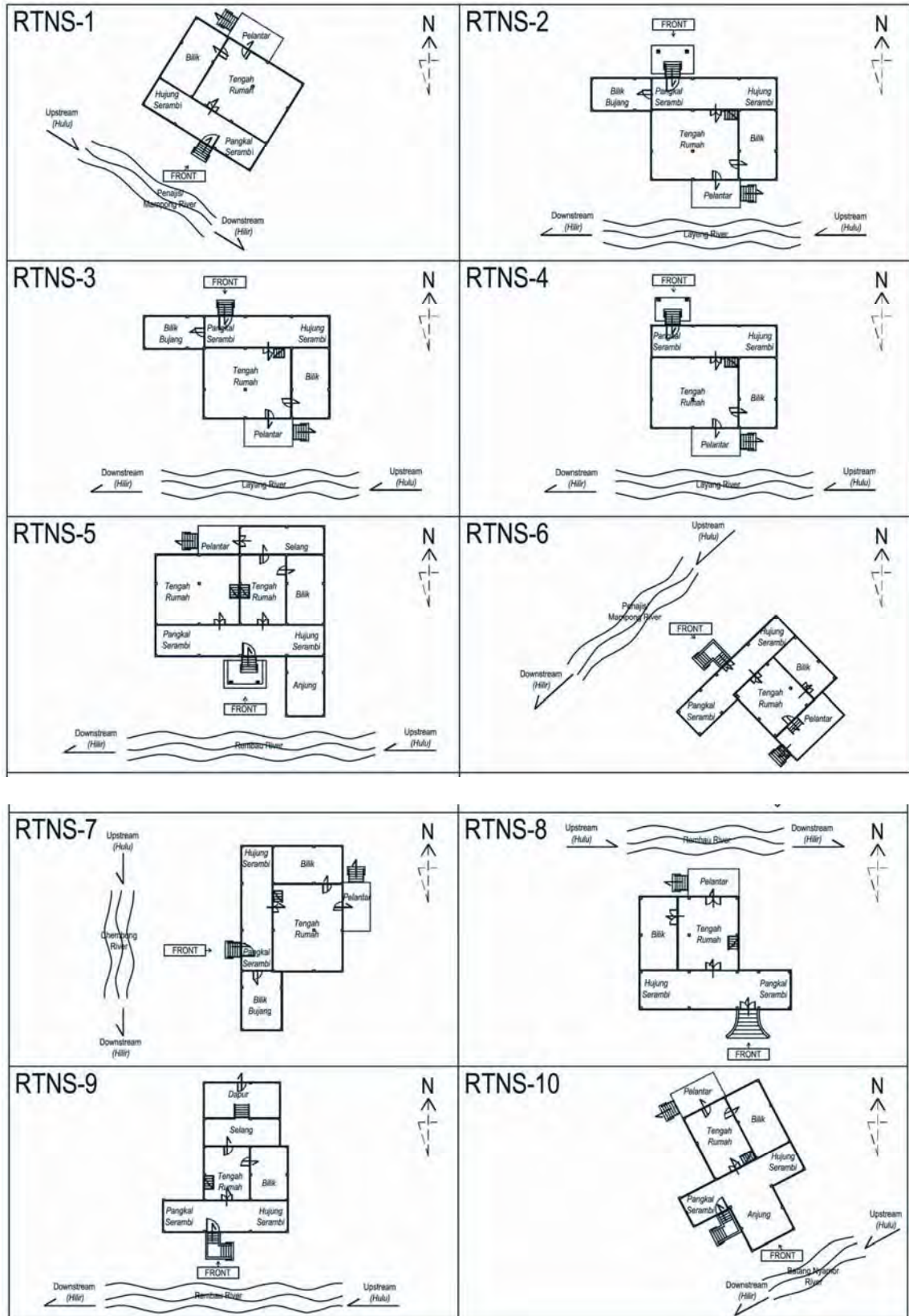
Jadual 2: Data orientasi 10 RTNS dan ruang pangkal serambi berpandukan pandangan hadapan rumah serta aliran air sungai.

## 5. Analisis Data dan Keputusan Kajian

### 5.1 Sistem Orientasi

Perletakan 10 buah RTNS mempunyai persamaan dimana ia dipengaruhi oleh 2 elemen iaitu sungai dan tanaman sawah padi. Masyarakat Minangkabau di Rembau menanam padi diatas tanah rata dan membina rumah berhampiran dengan tebing sungai. Ini menjadikan sungai dan tanaman padi sebagai elemen fizikal dalam sistem orientasi RTNS. Garisan orientasi pertama berdasarkan elemen sungai terbentuk dari dua arah aliran air iaitu hulu dan hilir. Ia membahagi sungai kepada 2 bahagian iaitu tebing kiri dan tebing kanan.





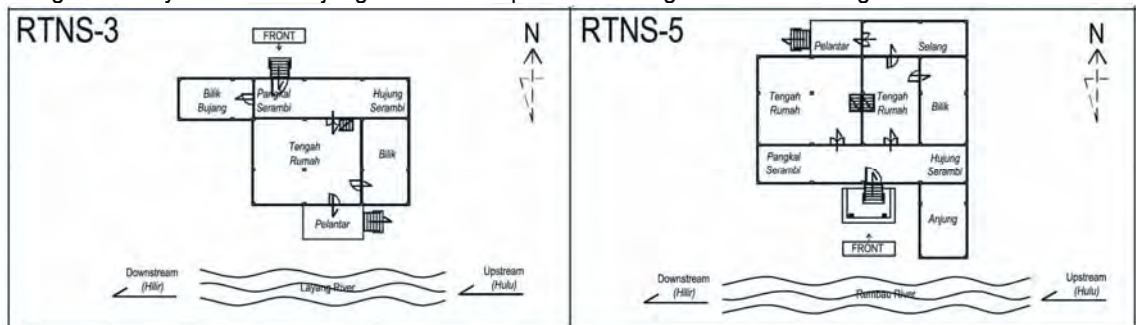
Rajah 4: Orientasi 10 RTNS berpandukan arah hulu dan hilir sungai

## 5.2 Kaedah Perletakan Rumah

Bagi masyarakat Rembau, pembahagian bahagian tanah ini juga dikenali sebagai wilayah Darat dan Baroh. Darat merupakan bahagian hulu yang bercirikan tanah tinggi yang berbukit bukau, gunung dan pedalaman. Baroh pula merupakan bahagian hilir iaitu bahagian persisir yang lebih landai dan berdekatan dengan muara sungai, pantai atau laut. Walaupun Baroh dan Darat berbeza lokasi dan ciri-ciri topografi, namun wujud persamaan tetap seperti elemen sungai dan sawah padi pada kedua-dua kawasan.

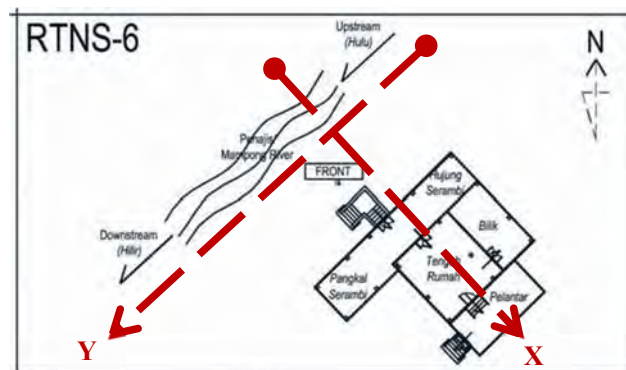
## 5.3 Orientasi Ruang Dalam

Perbandingan 10 RTNS menunjukkan terdapat 2 pola ruang yang berbeza berdasarkan perletakan rumah iaitu rumah menghadap sungai dan membelakangi sungai. Walaupun berbeza, pola ruang hujung serambi dan pangkal serambi tetap dalam kedudukan orientasi hulu ke hilir sungai. Sebagai contoh, RTNS-3 di Kampung Selemak dan RTNS-5 di Kampung Paya Kumbuh terletak di sebelah tebing kanan sungai. Perbezaan berlaku pada kedudukan pandangan hadapan rumah yang menghadap dan membelakangi sungai tetapi kedudukan ruang khususnya bilik dan hujung serambi tetap berada menghala ke hulu sungai.



Rajah 5: 2 pola ruang berbeza berdasarkan perletakan rumah menghadap dan membelakangi sungai

Ini kerana kedudukan ruang pangkal serambi kekal di bahagian hilir sungai bertindak sebagai arah garis-Y. Arah garis-Y dirujuk sebagai arah hulu-hilir sungai berbanding utara-selatan. Manakala garis-X dirujuk sebagai garis tegak bersudut 90 darjah dari garis-Y mewakili pandangan hadapan-belakang RTNS berbanding arah timur-barat. Ia secara langsung membentuk variasi dan orientasi ruang kerana bentuk aliran sungai yang melengkung dan membengkok seperti di Rajah 4. Walaupun begitu, jelas sekali bahawa ruang dalaman RTNS berkeadaan tersusun dalam bentuk segi empat berpusatkan di ruang pangkal serambi yang menghala ke hilir sungai. Bilik akan dibina secara selari sisi dengan garis-Y bersambungan dengan ruang hujung serambi yang mengarah ke hulu sungai. Ruang rumah ibu pula diletak berdasarkan kedudukan garis-X yang selari dengan pintu masuk hadapan di serambi dan pintu belakang di ruang pelantar.



Rajah 6: Garis-Y dirujuk sebagai orientasi hulu-hilir manakala garis-X dirujuk sebagai pandangan hadapan-belakang RTNS

#### 5.4 Pembentukan Ruang Rumah

Perletakan ruang bagi 10 kajian kes RTNS adalah sama. Ruang hujung serambi dan pangkal serambi bertindak sebagai talaan orientasi bagi RTNS berdasarkan hilir dan hulu sungai. Ruang pangkal serambi memainkan peranan penting sebagai pusat pembentukan ruang rumah dimana sebarang penambahan ruang seperti bilik bujang atau anjung akan dibina bersambungan dengan ruang pangkal serambi yang menghala ke hilir sungai.

#### 6. Kesimpulan

Perubahan organisasi ruang RTNS merupakan refleksi rekabentuk yang dipengaruhi oleh unsur alam iaitu sungai. Walaupun pola ruang RTNS berbeza-beza akibat daripada perletakan rumah menghadap dan membelakangi sungai serta bentuk aliran sungai yang melengkung dan membelok, ruang pangkal serambi tetap berorientasikan hilir sungai. Ia menggambarkan bahawa ruang RTNS keadaan tetap dan terikat dengan dialektik alam *bakaro bakajadi* atau bersebab dan berakibat. Ruang pangkal serambi RTNS menjadi penyebab bagi pembentukan ruang lain dimana sebarang penambahan ruang seperti bilik bujang atau anjung akan dibina bersambungan dengan ruang pangkal serambi menghala ke hilir sungai. Dari ruang pangkal serambi, rekabentuk RTNS berkembang dan berevolusi menjadi rumah beranjung 1, 2 dan 3 selari dengan konsep alam berkembang menjadi guru. Walau perbezaan berlaku antara RAM dan RTNS, namun RTNS yang berorientasikan sungai dan berhulu di tanah tinggi Dataran Titiwangsa, Negeri Sembilan menyamai pergunungan tinggi di Bukit Barisan, Sumatera. Perbezaan ini menzahirkan persamaan bahawa organisasi ruang dan perletakan RTNS dan RAM mengambilkira keharmonian persekitaran sepertimana alam berevolusi.

#### 7. Penghargaan

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## **Technology and Production Process of Bajau Traditional Pottery in Pulau Selakan Semporna**

**Norhayati Ayob & Mohamad Shamsu**

<sup>a</sup>Universiti Sains Malaysia, Malaysia

<sup>b</sup>Universiti Sains Malaysia, Malaysia

Email of corresponding author: norhayatiayob@student.usm.my

This paper aims to provide an initial background of the process of making traditional ceramic pottery of culture heritage. Ceramic pottery is one of the hallmarks of Sabah's heirloom, not only use as cooking and storage containers but also closely linked with folk cultures and heritage. The Bajau Laut ethnic community of Semporna or better known as the Sea Gypsies, mostly are boat dwellers and work as fishermen in the coast. Therefore, this research aims to explore the traditional pottery making in Sabah, by investigating the background history of Lapohan pottery. This study is also based on the chronological process of making pottery and taboos of the process of preparing the clay, forming, decoration technique, motif application and firing techniques. The relevant information for the study will be gathered from field study, including observation, in-depth interview and video recording. In-depth interviews will be conducted with several potters and the conversation and pottery making process will be recorded in order to understand the actual process of making Lapohan.

**Keywords :** Bajau Laut, Culture, Lapohan ,Traditional Pottery.

### **Introduction**

Culture is what most people are proud of because it is what gives one a sense of belonging. It is often referred to as the totality of people's ways of life. Culture therefore, is what people learn within their environment to keep life going. It is what is done in conformity with the established rules and customs of a given society. Culture covers such aspect of life as agriculture, architecture, social life, religion, technology, art and craft.

The relationship between art and culture have had a long history, furthermore according Chia (2005) studies on pottery are invaluable for the historians, archaeologist and anthropologist in understanding and reconstructing the history, culture and ancient arts as well as to understand the historical stages of a nation's progress and its civilization. Ahmad Fauzi (2009) say that, ".... The production of ceramics is one of the oldest activities in the history of human life." Furthermore Shamsu (2005) clarifies that pottery is "..... one of the earliest handicrafts which were created by human civilization." According from Chia (2005) Year 2006 a group of archaeologist researcher from Universiti Sains Malaysia had found that traditional pottery (Lapohan) already exist since 3000 years before in Tengkorak Cave in Semporna. Besides the similarity of lapohan can see it from shape and process of making lapohan. Azmi Ariffin (2015) In Malaysia, the inventions of pottery was an indication of the beginning of civilization; it is irrefutable evidence of the origins of the primal communities referred to as the Malay. According to Norton (1956) Primitive pottery making is almost universal in association with early man over the whole surface of the earth, and because communication was practically non-existed, we are led to the conclusion that it evolved independently in many regions.

### **Background History of Lapohan**

Semporna area is covered a land area of 442 square miles and is located near international waters bordering Indonesia and the Philippines. Locality found in the southeastern part of Sabah, Malaysia. Located in 49 circulated islands around Semporna Peninsular, there are more than

119 villages.

Traditional pottery produced in Semporna is known as Bajau pottery. Many of the traditional potters started as a small family operations set up to produce traditional pottery lapohan (clay stove) for personal domestic needs. Unglazed pot for domestic use are made today in some rural part of Sabah which is Pulau Selakan, Semporna. Furthermore, knowledge and skill of potting is rapidly being lost.

In our preliminary conceptual framework, conceptual in the process making of traditional ceramic pottery (lapohan) (eg, clay preparation, forming, shaping, decoration, firing process) are categorized under the cultural heritage.

### Pulau Selakan

Latitude 4.5749 and long titude 118.6945, 13 meters above sea level is located Kampung Selakan in Pulau Selakan, Semporna. Hj Kapital Patal 71 years old, the village headman say, there are 500 people on the island. Most of the villagers work as farmers and fisherman. Pottery making was carried out in this village a long time ago but today none of the residents from this village are engaged in pottery making. However, there are a few ex-potters still living in the village.

Survey at Kg Selakan identified only one potter maker, named Bunga Inuh. She is 58 years old and has had more than 20 years of experience in pottery making. She had learns the art of pottery making from her mother. Since 1920 the traditional pottery stove (Lapohan) already start in Pulau Selakan.

### Methodology

The purpose of this study is to, exploring the value and content of Bajau Laut local culture heritage as one of the hallmarks of Sabah's heirloom. The flowchart in Figure 1, showing the framework of the lapohan making process with several potters.



Figure 1: Framework of the lapohan making process

### Process of Making Lapohan

The basic of any pottery form is preparation of clay. After mining, sifting out the impurities, and adding water, the clay is ready for wedging and mixing with local black sand (*gosong*). It is essential to remove the air bubbles and achieve a uniform consistency before making a form. It



does not require special equipment but it is an acquired skill.



Local Black Sand



Wedging and mixing process

To make hand built pottery stove, the paddle and anvil method is used. A potter sits cross-legged with a square, straw-filled cushion in his lap, which serves as a base to rotate and shape the clay. A wad of wet sticky clay is flattened with the palm of the hand. The walls of the pot are formed by beating the exterior with a wooden paddle while holding a baked clay anvil on the interior. During beating, the paddle is dipped in seawater to prevent it from sticking to the clay. This process continues until the desired shape and thickness are achieved.



Forming and shaping process using handbuilt technique

### Pottery Decorative Styles

Not only can clay objects be made in a limitless variety of shape, their surfaces can also be manipulated in many ways to alter the texture, color and overall appearance of the formed pieces. A repetitive, geometric design is often impressed around the shoulder using a carved paddle.

After it is thoroughly dried in the sun, the pot is fired covered with straw and woods. This method of making vessels is one of the oldest-known crafts. It began in the Neolithic period and continues today with very little change in technique.



Bone Dry, product ready for firing



Firing technique process



Finish Product

### Conclusion and Recommendations

In conclusion, the study has shown that the number of traditional potters in the area of study has very much decreased because many of the potters are elderly women who are not strong enough to work in the fields but, unfortunately, the younger generations do not seem to be interested in learning the craft of making hand-built pottery. Therefore, the recommendations are parents at home should encourage the art of traditional pottery and the skill should be taught at all levels of our education system.

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**Interview:**

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# **Al-Sama' Menurut Perspektif Ibn Arabi Dalam Nasyid Kontemporari: Satu Analisis Konseptual**

**Mazlina Parman, Mohd Hidris Shahri, Nurazmallail Marni**

<sup>a</sup>Universiti Teknologi Malaysia, Malaysia

Email of corresponding author: idinafeaser@yahoo.com

## **Abstrak**

Irama adalah cerminan rasa dan emosi yang dilalui oleh manusia. Bagi mendalami rasa yang disampaikan, individu perlu mengaplikasikan deria pendengarannya secara maksimum. Pendengaran atau *al-Sama'* bagi seseorang individu dengan individu lain adalah berbeza lantaran perspektif masing-masing terhadap lirik dan lagu yang didengar juga berbeza. Kajian ini bertujuan untuk menganalisis aplikasi konsep *al-Sama'* oleh Ibn Arabi terhadap nasyid kontemporari, dan menilai metafora cinta yang dicitrakan oleh lirik nasyid tersebut sebagai wahana pencapaian *al-Sama'* secara teori. Konsep *al-Sama'* daripada kitab *Futūhāt al-Makiyyah* karangan Ibn Arabi diteliti menggunakan kaedah analisis kandungan dan tematik. Melalui Teori Metafora Konseptual (TMK), tiga lirik nasyid diperhalusi untuk melihat keserasiannya dengan genre lagu bagi melahirkan *al-Sama'*. Hasil kajian mendapati bahawa peringkat tertinggi *al-Sama'* dicapai apabila metafora dalam lirik nasyid difahami dengan baik. Situasi ini juga didorong oleh pelbagai faktor seperti persekitaran mendengar dan kesediaan pendengar di samping motivasi dalaman dan juga luaran. Kesimpulannya, pencapaian tahap tertinggi *al-Sama'* tidaklah terikat dengan lirik dan lagu semata-mata tetapi kesediaan pendengar yang memberikan impak besar.

Kata kunci: *al-Sama'*; Metafora Konseptual; Nasyid Kontemporari; Ibn Arabi

## **1.0 Pengenalan**

Manusia merentasi pelbagai budaya terdedah dengan muzik dan mempunyai keupayaan untuk memahami dan bertindak balas terhadap muzik yang didengarinya. Gubahan bunyi yang disusun dengan indah dan menyenangkan pasti menarik perhatian. Islam sendiri membenarkan umatnya mendengar muzik dan menikmatinya selagi ia menurut batasan yang ditetapkan oleh hukum syarak (Hanafi, Shahrudin dan al-Bakri, 2013) kerana fitrah manusia yang suka kepada keindahan.

Muzik mempunyai hubungan yang erat dengan budaya masyarakat Islam. Sebaik sahaja bayi dilahirkan, alunan azan dan iqamah didengarkan hinggalah saat kematiannya yang diiringi dengan alunan bacaan Surah Yaasin menunjukkan sentiasa ada irama-irama dalam kehidupan (Yusof dan Bidin, 2008; Upadhyay, et al., 2017). Hal ini menunjukkan pengaruh besar muzik dalam kehidupan kita sehingga menimbulkan persoalan sejauhmana muzik yang dinikmati dapat difahami dan dijadikan wasilah bagi mendekatkan diri dengan Allah dan membina kualiti iman seseorang.

Bagi memahami implikasi muzik terhadap pendengar, kajian ini cuba untuk mengaplikasikan konsep *al-Sama'* oleh Ibn Arabi dalam nasyid kontemporari dan menilai metafora cinta yang digunakan dalam nasyid tersebut sebagai wahana pencapaian *al-Sama'*.

## **2.0 *al-Sama'* dan Ibn Arabi**

Muzik adalah salah satu media komunikasi audio yang digunakan oleh manusia untuk didengari oleh manusia lain (Revandhika, 2017). *al-Sama'* pula ialah proses mendengar muzik dan irama yang tidak terhad kepada mendengar muzik gubahan manusia tetapi meliputi apa-apa jenis bunyi yang dihasilkan di alam ini, seperti kicauan burung, hempasan ombak, tangisan anak kecil, ngauman singa, dan sebagainya yang boleh melahirkan metarasa (al-Sharqawi, 1987: pp.176; Ibn Arabi, 1999: pp. 548). al-Kindi (m.873M) selaku pelopor sekolah muzik pertama dalam Islam

dan muridnya al-Farabi (m.953M) telah menjelaskan isu *al-Sama'* menerusi kaca mata irama dan muzik (Miftah, 2011: pp.68). Hal yang sama turut dibincangkan oleh al-Mawsili (m. 873M) dan Ibn Sina (m.1037M) yang melihat irama lahir daripada proses mendengar gerakan kosmo melalui mata hati yang tulus (Wright, 2004).

Istilah ini turut digunakan oleh golongan sufi untuk mengindikasikan perjalanan kerohanian diri melalui minda dan rasa cinta ketuhanan (al-Sharqawi, 1987: pp.176-177). Hubungan irama dalam kosmos mengukuhkan lagi penggunaan *al-Sama'* sebagai cara untuk mendekatkan diri kepada Allah melalui deria pendengaran. Hubungan ini dilahirkan sama ada melalui pembacaan puisi, muzik, dan menari, atau keadaan yang menghasilkan inspirasi dan boleh dijelmakan (Mohammadi, 2017). Oleh itu, *al-Sama'* berlaku apabila seorang sufi mengalami perubahan keadaan kerohanian diri, iaitu apabila dia berada dalam satu keadaan rasa (*al-wajd*) yang membuatkan dirinya fana daripada hal keduniaan.

Metarasa yang dilalui oleh ahli sufi ketika proses *al-Sama'* menjadikannya sebagai satu wasilah dalam menyucikan jiwa yang berdosa, memperoleh ketenangan, jalan ke arah kebijaksanaan dan cinta (Mohammadi, 2017). Bersandarkan kepada kata "سميع عليم" (al-Quran, 24: 21) dan "سميع بصير" (al-Quran, 22: 61), Ibn Arabi menjelaskan bahawa Allah SWT telah mendahulukan pendengaran daripada ilmu dan penglihatan. Hal ini demikian kerana pendengaran adalah permulaan dalam pemerolehan sesuatu kebenaran (Ibn Arabi, 1999: jil. 3: pp.549).

Sebagai wasilah dalam *taqarrub billah*, *al-Sama'* perlu dilaksanakan mengikut tatacara berikut (Ibn Arabi, 1999: vol.3, pp.550-551; Mohammadi, 2017):

- 1) membersihkan hati daripada perkara-perkara maksiat dan melalaikan
- 2) mengenal kedudukan diri
- 3) melaksanakan proses *al-Sama'* seperti perjalanan kerohanian kepada Tuhan
- 4) dilakukan dengan bermaruah dan rasa hormat
- 5) pelaksanaan *al-Sama'* bermula dengan rasa kasih sayang dan cinta
- 6) tidak melakukan *al-Sama'* apabila diri didominasi dengan nafsu
- 7) dipenuhi dengan keikhlasan untuk beribadah
- 8) melakukan *al-Sama'* bersama-sama ahli tarekat

Apabila tatacara ini diikuti maka *al-Sama'* dapat dicapai. Hal ini demikian kerana *al-Sama'* berkait rapat dengan peringkat perjalanan kerohanian diri seseorang. Al-Tusi (378H) mengelaskan *al-Sama'* kepada tiga, iaitu secara fitrah (بالطبع), secara keadaan (بالحال), atau secara benar (بالحق) (Miftah, 2011: pp.70). Pengkelasan ini menyamai pengkelasan yang dilakukan oleh Ibn Arabi, iaitu secara fitrah (الطبيعي), secara kerohanian (الروحاني), dan secara ketuhanan (الإلهي) (Ibn Arabi, 1999: vol.3, pp.549).

Proses *al-Sama'* melahirkan tiga rasa, iaitu *tawajud*, *wajd*, dan *wujud*. Ketiga-tiga rasa ini berpunca daripada *al-Wajd*, iaitu kekhusyukan rohani ketika menyaksikan keagungan rahsia yang boleh menghasilkan kegembiraan atau kedukaan (Glosari, 1993: pp.275). Keadaan ini dilihat berbeza mengikut pengkelasan tersebut.

Menurut Ibn Arabi, *al-Sama'* hanya boleh dialami apabila diri benar-benar memahami semua nama dan sifat Allah. Pengetahuan ini akan menjadikan hatinya penuh dengan cinta kepada Allah lalu hatinya akan hadir ketika pelaksanaan *al-Sama'*. Ibn Arabi melarang seseorang untuk melakukan *al-Sama'* sekiranya proses itu dipenuhi dengan hawa nafsu (Ibn Arabi, 1999: vol. 3: pp.552). Larangan Ibn Arabi ini bukanlah menunjukkan beliau menolak keindahan dalam irama tetapi menekankan kepentingan ilmu dalam mengetahui peringkat *al-Sama'* sama ada ia mendengar secara fitrah, rohani atau ketuhanan.

Bagi memahami peringkat *al-Sama'* ini, Ibn Arabi meletakkan *al-Sama'* *al-Ilahi* (ketuhanan) sebagai peringkat yang tertinggi. Ini kerana ia merujuk kepada kemutlakan dalam mendengar, iaitu setiap kewujudan adalah kalimah Allah. *al-Sama'* *al-Ruhani* (kerohanian) pula

diletakkan di peringkat kedua kerana pendengaran berlaku dengan kehadiran dan kekhusyukan hati. Ibn Arabi menjelaskannya sebagai hasil daripada empat perkara, iaitu zat, tangan, pena, dan bunyi goresan pena (Miftah, 2011: pp.73). Pendengaran ini terbit dalam jiwa apabila mendengar sebarang irama. Pendengaran ini hanya dicapai melalui akal yang dibajai dengan ilmu dan makrifah ketuhanan. Dalam keadaan ini, Ibn Arabi menerima alunan nasyid yang mengarah kepada cinta Ilahi walaupun ia ditulis dalam bentuk lirik cinta sekiranya wujud khusyuk ketika pendengaran. Bagi *al-Sama' al-Tabi'i* (fitrah), ia dicapai hanya dengan mendengar sebarang irama yang dihasilkan oleh alat muzik dan penyanyi (Ibn Arabi, 1999: vol.3: pp.550). Irama ini sekadar membangkitkan rasa sedih, rindu, gembira dan selainnya dalam diri pendengar tanpa memerlukan akal atau ilmu untuk merasainya. Pendengaran pada peringkat ketiga ini dilalui oleh semua orang dan mudah terjebak dalam hasutan syaitan sekiranya tidak menjaga batasan yang ditetapkan oleh syarak (Hanafi, Shahrudin dan al-Bakri, 2013).

Melalui konsep-konsep ini, Ibn Arabi menekankan tentang pengetahuan ilmu seseorang sebelum melakukan *al-Sama'* agar selaras dengan batasan syarak untuk menjaga hati seorang muslim agar sentiasa dalam keadaan mengingati Allah. Pengetahuan ini dicapai dengan pemahaman terhadap lirik yang digunakan ketika penyampaian sesuatu lagu.

### 3.0 Metafora dalam Lirik Nasyid

Manusia tidak terlepas daripada menggunakan metafora dalam kehidupan harian sama ada dalam aktiviti berbahasa mahupun berfikir (Lakoff dan Johnson, 1980: 3). Contohnya, apabila seseorang dalam keadaan marah biasanya lontaran kata-kata seperti dasar anjing kurap!, otak lembu!. Kata-kata ini memberi persamaan diri seseorang dengan binatang yang tercetus secara spontan sebagai wujud ekspresi emosi dirinya.

Metafora adalah perumpamaan yang diungkapkan dengan kata *like, as, resemble* yang mengalami proses pelesapan. Metafora juga adalah perbandingan yang meneliti kemiripan antara satu objek dengan objek lain (Richards, 1936). Bagi Lakoff dan Johnson (1980), metafora difahami secara kognitif oleh manusia melalui pengalaman hidup berwahanakan bahasa. Pandangan ini dikembangkan oleh Knowles dan Moon (2004: pp.5) dengan membahagikan metafora kepada dua kategori, iaitu metafora kreatif yang digunakan oleh penutur atau penulis untuk mengekspresikan idea dan emosinya dalam ungkapan baharu berdasarkan realiti sehingga ia mudah difahami, dan metafora konvensional; metafora yang hilang sifat metaforanya kerana sering digunakan dalam kosa kata seharian.

Metafora perlu difahami secara kognitif. Lakoff dan Johnson (1980) melihat pemahaman metafora ibarat konsep *argument is war*, iaitu keadaan pihak yang berhujah untuk menyampaikan pandangannya yang masing-masing tidak mahu kalah. Misalan ini membentuk Teori Metafora Konseptual (TMK) yang melihat bahawa sumber yang bersifat konkrit digunakan oleh manusia untuk memahami konsep abstrak yang terkandung dalam sasaran, iaitu seorang manusia dapat memahami sesuatu perkara melalui proses pemahamannya terhadap perkara lain yang telah difahaminya sebelum ini. Akal manusia belajar melalui pengalaman yang diungkapkan dalam pelbagai genre penulisan sebagai ekspresi emosi penulis contohnya lirik lagu.

Penggunaan metafora dapat dilihat secara meluas dalam lirik lagu. Hal ini demikian kerana lirik lagu mengekspresikan pengalaman dalam permainan bahasa agar tercipta tarikan dan keunikan lirik yang ditulis. Permainan bahasa ini dicirikan dengan gaya vokal, gaya bahasa, penyimpangan makna kata, melodi dan susunan irama yang disesuaikan dengan lirik lagu sehingga pendengar semakin terbawa dengan apa yang ada di fikiran pencipta lagu (Awe, 2003: pp.51 dipetik dlm. Siti Aisah, 2010: pp.18).

Nasyid merupakan salah satu genre muzikal yang membawa nuansa keagamaan (Yanti, 2017). Ia biasanya dinyanyikan secara kumpulan yang mengandungi seni kata yang berunsurkan Islam (DBP, 2005). Ia telah dimulakan sejak zaman Rasulullah SAW apabila

masyarakat Yathrib menyambut ketibaan Rasulullah SAW dengan pukulan gendang dan nyanyian yang penuh dengan pujian terhadap Rasulullah SAW. Nasyid seterusnya dibawa masuk ke Tanah Melayu melalui pelajar yang telah mengikuti pembelajaran di Tanah Arab seperti Mesir, Arab Saudi, Yaman, Kuwait, dan Jordan (Sarkissian, 2005). Nasyid mengandungi kata-kata nasihat, kisah para Nabi, memuji Allah, dan selainnya dilihat menetapi batasan yang ditetapkan. Lirik-lirik yang berunsurkan ketuhanan ini sudah pastinya mempunyai metafora yang tersendiri dalam menyingkap jalan mencapai kedekatan dengan Allah SWT. Rentak nasyid yang tradisional berbentuk ala padang pasir kini lebih bersifat kontemporari seperti balada, pop rock, rap, dan sebagainya. Nasyid sekiranya dinyanyikan dengan merdu dan lembut mampu menggembirakan hati dan menggoyangkan perasaan (Yanti, 2017).

#### 4.0 Metodologi

Bagi mengeksplorasi konsep *al-Sama'* secara umum dan pandangan Ibn Arabi terhadapnya, analisis dokumen digunakan bagi memperoleh dan meneliti data yang berkaitan dengan *al-Sama'*. Secara deskriptif definisi *al-Sama'* dibincangkan termasuk cara ia dipraktikkan dalam kehidupan ahli sufi dan perubahan yang berlaku terhadap ahli sufi itu sendiri. Seterusnya tiga nasyid dijadikan sampel kajian untuk melihat keberadaan konsep *al-Sama'*. Nasyid-nasyid yang dipilih adalah nasyid yang menjadi johan, naib johan dan tempat ketiga Anugerah Nasyid Ikim FM bagi tahun 2014, iaitu Tangis Sebatang Tamar (N<sup>1</sup>), Seiring Sehaluan (N<sup>2</sup>), dan Kasih Padamu (N<sup>3</sup>). Nasyid-nasyid ini dianalisis melalui tiga peringkat, iaitu 1) mengenal pasti genre dan tema nasyid, 2) menganalisis metafora dalam lirik nasyid melalui prosedur pengenalan metafora oleh Pragglez Group (2007), dan 3) membandingkan kesesuaian ketiga-tiga nasyid sebagai wasilah pencapaian tiga peringkat *al-Sama'*, iaitu *al-Sama' al-Ilahi* (S<sup>1</sup>), *al-Sama' al-Ruhani* (S<sup>2</sup>), dan *al-Sama' al-Tabi'i* (S<sup>3</sup>). Hasil dapatan ialah pemahaman pengkaji terhadap makna metafora lirik nasyid dan kesesuaiannya dalam pencapaian *al-Sama'*.

#### 5.0 Analisis dan Perbincangan

Berbanding nasyid tradisional, nasyid kontemporari dilihat lebih mudah diminati oleh generasi sekarang (Wati, 2015) disebabkan kepelbagaian irama moden yang digunakan dan pengekaln mesej yang berunsurkan ketuhanan. Kajian mendapati sampel kajian menggunakan tempo muzik yang sederhana, iaitu *pop rock* dan balada. Irama ini lebih ringan dan lembut bersesuaian dengan lirik yang puitis. Sujatmiko dan el Ishaq (2017) mendapati bahawa alunan muzik sebegini dapat menenangkan batin dan memberikan kebahagiaan jiwa.

Secara umumnya, lirik sampel kajian membawa tema cinta. N<sup>1</sup> dan N<sup>3</sup> mencitrakan rasa cinta kepada Tuhan melalui cinta kepada Rasulullah SAW dan N<sup>2</sup> pula memaparkan kasih sayang dalam persahabatan. Ketiga-tiga nasyid ini mencapai S<sup>3</sup> dengan lirik dan lagunya yang menarik.

Lagu N<sup>1</sup> dimulai dengan nada lembut dan rendah bagi menjentik *mood* sedih pendengar melalui:

*Sedu sedan/ Itu/ bak/ ratapan /si kecil/ Yang/ rindu /belaian/ dan /perhatian/ Yang/ mendambakan/ kasih/ dan/ sayang/ Dari/ seorang/ insan/ yang/ penyayang,*

Melalui lirik ini, S<sup>3</sup> dan S<sup>2</sup> dapat dicapai berdasarkan kata *sedu sedan*, *ratapan* dan *rindu* yang menarik pendengar untuk mula menghayati emosi penyanyi dan menjiwai kerendahan dirinya.

*Kisah/ tangisan /sebatang/ tamar/ Menyentuh /hati, / mengocak/ perasaan/ Benarkah/ aku/ cinta/, benarkah/ aku/ rindu/ Sedangkan/ tak /pernah /gugur /air mataku/ mengenangkan mu/*

N<sup>1</sup> mencitrakan tangisan adalah cinta. Tangisan ini *menyentuh hati* dan *mengocak perasaan*. Personafikasi yang diberikan kepada tangisan sebagai satu perbuatan. Penyebab kepada sentuhan ini adalah cinta kerana cinta melahirkan tangisan yang sekaligus memberi metafora bahawa cinta itu kerinduan berdasarkan kepada kata *cinta* dan *rindu* dalam lirik lagu. Namun, ironinya individu tidak menitiskan air mata. Melalui lirik ini S<sup>2</sup> dapat dicapai apabila pendengar

merasa sesal tentang kekurangan dirinya yang menyatakan cinta tanpa pembuktian.

*Betapa /kerasnya/ hatiku/ ini/Untuk /menghayati/ perjuangan/ mu/ Betapa/ angkuhnya/ diri ku/ ini/ Untuk/ menghargai / perjuangan mu/*

Cinta adalah keikhlasan yang dizahirkan melalui tangisan dan air mata. Bukan cinta sekiranya tiada jiwa. Dinyatakan oleh penulis lirik melalui *kerasnya hatiku, angkuhnya diriku*. Maka dapat difahami bahawa cinta kepada Rasulullah SAW bukan sekadar sebutan di bibir tetapi memerlukan kepada pembuktian yang dimetaforakan oleh tangisan pohon tamar. Pemahaman dalam menyucikan hati dari sifat keegoan berada di peringkat S<sup>1</sup> dan S<sup>2</sup>.

Bagi N<sup>2</sup> kefahaman terhadap nilai persahabatan seagama dapat menjana nilai keakraban manusia dengan Tuhan. Lirik N<sup>2</sup> meletakkan sahabat sebagai keluarga. Metafora ini diteliti melalui pernyataan *kita bagaikan satu keluarga*. Konsep keluarga ini dijelaskan oleh kata *senyuman, salam, mengingati, dan tak akan terpisah*. Setiap perbuatan ini merujuk kepada aktiviti yang dilakukan oleh sebuah keluarga yang bahagia yang dimodelkan oleh Rasulullah SAW dan para sahabat.

*Hari/ yang/ indah/ Senyuman/ pertama/ Hulurkan/ salam/ ukhwah/ kita/ Berpesan/ mengingati/ Dituntut/ agama/ Kita/ bagaikan/ satu/ keluarga/ Silaturrahim/ ini / tak/ akan/ terpisah/ Kita / jalinkan/ seperti / Rasulullah/ dan/ Sahabat/*

Pemahaman terhadap lirik ini mampu membawa pendengar kepada S<sup>2</sup> dan S<sup>3</sup>. Apabila pendengar disajikan dengan lirik seterusnya, maka S<sup>1</sup> dapat dicapai kerana konsep keluarga bahagia ini ditekankan juga dengan akidah yang sama dalam laungan takbir bagi membentuk kesatuan dalam visi dan misi. Keluarga yang bahagia juga akan mengharungi segala cabaran selagi cinta yang ada didasari dengan keikhlasan kerana Allah.

*Kita/ laungkan/ Allahu/ Akbar/ Allah/ Maha Besar /Seiring /sehaluan/ satu/ cita/ dan/ impian/ Susah/ dan /senang/ kita/ tempuhi/ bersama/ Bertemu/ berpisah/ kerana/ Allah/ Demi/ satu/ kejayaan/ Perlu/ pengorbanan/ Keazaman/ juga/ ketabahan/*

Dalam N<sup>3</sup>, penulis lirik menekankan cinta terhadap Rasulullah SAW sehingga dimetaforakan sebagai *Azimat/ yang/ berharga*. Azimat secara literal merujuk kepada tangkal atau sesuatu yang membawa tuah dan pelindung daripada kejahatan. Azimat ini dijadikan cahaya yang *Mengubah /gelap/ Menjadi /terang/*. Gelap adalah metafora kepada keadaan yang jahil manakala *terang* adalah metafora kepada keimanan. Ketulusan cinta dalam N<sup>3</sup> dicitrakan melalui pengorbanan. Pengorbanan yang sejati dapat melahirkan S<sup>2</sup> dan S<sup>1</sup>.

*Rasulullah/ dalam/ sirahMu/ Ku/ temu/ tulusnya/ cinta/ Demi/ umatMu/ berkorban/ jiwa/ Sehingga/hujung/nyawa/*

Kata *tulusnya* disandarkan kepada perbuatan *berkorban* dan *hujung nyawa* sehingga melahirkan cinta adalah kerinduan melalui *Pabila/ terkenangMu/ mengalir/ air mataku/*. Keadaan rindu dan tangisan yang dipaparkan dalam N<sup>3</sup> mengundang rasa penyesalan dan ingin bertaubat. Perasaan ini mencitrakan S<sup>1</sup> dan S<sup>2</sup> kerana permulaan bagi seorang manusia untuk menyucikan jiwa bermula dengan rasa sesalan dan ingin bertaubat.

## 6.0 Kesimpulan

Berdasarkan dapatan kajian, peringkat *al-Sama' al-Tabi'i* secara mudahnya dicapai kerana individu sekadar menikmati lagu untuk ketenangan diri kerana muzik nasyid lebih menenangkan keadaan minda seseorang berbanding muzik rock (Kadir etl., 2010), dan nada lembut yang rendah cenderung diterima oleh telinga untuk disampaikan ke otak (Sujatmiko dan el Ishaq, 2017). Bagi peringkat *al-Sama' al-Ruhani* dan *al-Sama' al-Ilahi*, pendengar perlu memahami metafora dalam lirik lagu. Bagi mendapatkan impak yang tinggi dalam proses ini, pendengar perlu menyesuaikan diri dengan turun naik nada irama yang disesuaikan dengan lirik agar dapat mengolah *mood* (Nguyen dan Grahn, 2017) yang melahirkan *al-Wajd*, seterusnya mencapai peringkat *al-Sama' al-Ilahi*.

Memahami metafora merupakan satu cabaran, namun melalui metafora konseptual individu mampu menjalinkan pengalaman hidupnya dengan ilmu yang dimiliki untuk lebih memahami ungkapan-ungkapan nasyid. Bagi mencapai pemahaman ini, tatacara yang disyorkan oleh Ibn Arabi boleh dijadikan ikutan.

Oleh itu, kajian ini melihat bahawa nasyid kontemporari yang disertai dengan kefahaman terhadap makna metafora dapat dijadikan wasilah dalam pencapaian *al-Sama'* di samping kesediaan dan persekitaran pendengar yang turut memberikan kesan terhadapnya.

## **7.0 Rujukan**

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## **Agen Sosialisasi Pengetahuan Komuniti Bajau-Laut: Zon Konservasi Taman Marin Tun Sakaran Sabah**

**Noviatin Syarifuddin, Dr. Mohamad Fauzi Sukimi, Prof. Rahimah Abdul Aziz**  
Social, Environmental and Developmental Sustainability Research Centre (SEEDS),  
National University of Malaysia

Email of corresponding author: noviatin@ukm.edu.my<sup>a\*</sup>

### **Abstrak**

Isu-isu konservasi perairan merupakan sebahagian daripada agenda dalam Inisiatif Segi-Tiga Terumbu Karang antara negara Malaysia, Indonesia dan Filipina berikutan kependudukan komuniti Bajau-Laut di sekeliling perairan negara. Kebebasan komuniti mendiami batas-batas perairan negara di samping membudayakan penangkapan ikan tradisional menggunakan bahan letupan dikhuatiri mengancam kelestarian zon-zon konservasi maritim. Pengetahuan dan ketersediaan komuniti untuk mematuhi peraturan yang dikuatkuasakan dalam kawasan perlindungan aktiviti marin penting bagi menjamin kelestarian bekalan sumber masa hadapan. Justeru, kajian ini bertujuan untuk membincangkan agen-agen yang mensosialisasikan pengetahuan komuniti Bajau-Laut tentang zon konservasi yang melibatkan kawasan Taman Marin Tun Sakaran. Penelitian telah berlangsung di Pulau Bum-Bum, daerah Semporna, Sabah dengan mengaplikasi pendekatan Fenomenologi ke atas 10 orang informan yang dipilih melalui teknik pensampelan bertujuan. Temubual semi-struktur dipilih untuk mendalami pengetahuan komuniti Bajau-Laut sebagai aktor kajian. Andaian ontologi idealis dan epistemologi konstruktivis sosial digagaskan sebagai paradigma penelitian untuk memahami makna tentang zon konservasi yang dibentuk daripada realiti sosial komuniti Bajau-Laut. Hasil kajian mendedahkan bahawa Jawatankuasa Kemajuan Kampung (JKKK), Persatuan Kebajikan Bajau-Laut (PEKEBAL), agensi Taman Marin Tun Sakaran berperanan sebagai agen sosialisasi formal. Manakala keluarga, rakan sebaya dan media cetak merupakan agen sosialisasi tak formal yang membentuk pengetahuan informan. Sebagai komuniti yang hidup bermasyarakat di dalam sesebuah pulau, pengetahuan tentang zon dan usaha-usaha konservasi oleh agensi signifikan difahami agar kelestarian habitat sumber marin dapat dipelihara dan dipulihara untuk bekalan masa hadapan.

Kata Kunci: Agen Sosialisasi; Komuniti Bajau-Laut; Pengetahuan; Zon Konservasi

### **1. Pengenalan**

Kesedaran dan kebimbangan masyarakat dunia mengenai isu-isu alam sekitar menerusi program konservasi diperhatikan tersebarluas terutama di negara-negara perindustrian dan tidak terkecuali juga kepada negara-negara sedang membangun (Clifton 2011; Dunlap & Gallup, 1993). Program konservasi melalui inisiatif negara sedang membangun (NSM) terutamanya Asia Tenggara iaitu Malaysia, Indonesia dan Filipina merupakan beberapa contoh negara yang mempunyai pendekatan khusus ke arah pengurusan sumber maritim dan persempadanan yang mapan. Usaha negara tersebut dalam mengimplementasikan peraturan zon sebagai kawalan sosial dapat ditelusuri melalui Perjanjian UNCLOS 1982 (United Nation Convention on the Laws of Sea) berdasarkan ruang batasan Zon Eksklusif Ekonomi (ZEE) dalam Pelan Inisiatif Segi-Tiga Terumbu Karang. Selaras dengan pelan tersebut, terdapat tiga isu yang diberikan tumpuan iaitu terumbu karang, perikanan dan sekuriti makanan (Secretariat of Coral Triangle Initiative, 2008). Rasional ketiga-tiga negara maritim ini diwajibkan kerana persamaan sosio-demografi etniknya iaitu kependudukan Bajau-Laut yang mendiami kawasan perbatasan negara tersebut (Saat 2003; Nagatsu 2001 & Warren, 1983).

Hidupan akuatik dan sumber semulajadi sememangnya membekalkan keperluan asas kepada komuniti Bajau-Laut sama ada yang telah membina petempatan menerusi proses sedentarisasi mahupun gaya hidup nomad di sekeliling perairan. Namun, kebimbangan wujud kerana komuniti seringkali terlibat dalam aktiviti perikanan berteknologi rendah sekaligus menyasarkan haluan perahu ke arah zon pelagik luar pesisir pantai disekitar kawasan konservasi inisiatif Segi-Tiga Terumbu Karang (Akimichi & Supriadi, 1996). Clifton (2010) dan Elliott et al. (2001) menjelaskan bahawa '*Bajau communities are commonly associated with illegal and destructive practices such as blast fishing, cyanide fishing, coral mining, and the harvesting of protected species*'. Fenomena tersebut diburukkan lagi dengan kepelbagaian terminologi Bajau-Laut yang berlainan di Asia Tenggara seperti '*Bajau, Sama Bajau, Badjau, Sama-Dilaut dan Orang Laut atau Sea Gypsies*' (Tagliacozzo 2009 & Sather 1997;1995). Natijahnya, komuniti Bajau-Laut sukar dikenakan tindakan undang-undang berkaitan dengan Akta Bahan Letupan dan Akta Perikanan 1985 (Nolde, 2009 & Lowe, 2003) khususnya di Malaysia.

Menerusi kertas kerja ini, fokus penelitian tertumpu di Taman Marin Tun Sakaran (TMTS), Semporna, Sabah iaitu taman negara yang signifikan dengan program konservasi sebagai satu alternatif kehidupan. Pada Julai 2004, taman marin yang berkeluasan 350km<sup>2</sup> ini telah menggazetkan lapan buah pulau di sekitar Pulau-Bum-Bum kerana faktor kepentingan ciri-ciri akuatik yang homogen seperti di Kepulauan Australia (Brunt, 2007). Penggazetan tersebut memperkenalkan sistem zon konservasi yang meliputi zon tangkapan ikan, zon kegunaan komuniti dan zon pemeliharaan. Berdasarkan penjelasan Wood et al. (2011), zon konservasi terbahagi kepada kawasan tukun tiruan dan perikanan, tanah adat komuniti, ladang percubaan udang galah dan sangkar ikan, ladang mutiara dan rumpai laut, hutan simpan serta kawasan perlindungan bakau. Pengenalan sistem zon dijangka mampu melindungi ciri-ciri akuatik sekaligus memaksimumkan janaan ekonomi komuniti. Akan tetapi, usaha pemuliharaan dan pemeliharaan ekosistem pulau sehingga kini didapati menimbulkan pelbagai reaksi terutama komuniti yang enggan berpartisipasi dalam program alternatif kehidupan.

Penelitian kajian lepas membuktikan bahawa wujud pertindihan pandangan antara 'imajinasi' tentang manfaat konservasi sumber maritim dan 'realiti' kepatuhan terhadap peraturan zon dalam kalangan agen pentadbir dan komuniti Bajau-Laut (Brosius et al. 1998 & Zerner, 1994). Kekurangan dapatan kajian daripada pengkaji lokal khususnya, mendorong kepada perlunya perbincangan mengenai komuniti Bajau-Laut dan isu-isu konservasi perairan diberikan tumpuan secara sosiologikal. Hal ini selari dengan saranan Clifton dan Chris (2012), agar kajian lanjutan mengkaji persepsi komuniti pulau tentang zon konservasi meliputi bidang seperti biologi, ekologi maritim dan antropologi sosial. Buktinya sehingga kini, hanya terdapat beberapa kajian yang menetengahkan penelitian sarjana antarabangsa seperti kajian '*Culture, Conservation and Conflict: Perspectives on Marine Protection among the Bajau of Southeast Asia*' (Clifton dan Chris, 2012), '*Stateless Stakeholders: Seen But Not Heard*' (Brunt, 2013) dan '*Should state and international organizations adopt a human right approach to fishery policy*'? (Allison, 2011). Oleh demikian, persoalan mengenai siapakah agen-agen yang mensosialisasikan pengetahuan komuniti Bajau-Laut tentang inisiatif zon konservasi di daerah Semporna, Sabah masih relevan untuk diterokai dan dibincangkan secara lanjut.

## **2. Tinjauan Literatur**

### **2.1 Persepsi, Sikap dan Kesedaran Komuniti Bajau-Laut terhadap Zon Konservasi Perairan**

Secara literalnya, kebanyakan kajian lepas yang menyorot mengenai komuniti pulau etnik Bajau-Laut diperingkat global memberi tumpuan tentang persepsi, sikap dan kesedaran

terhadap peraturan konservasi yang dikuatkuasakan oleh sesebuah taman negara. Penelitian tema-tema tersebut, tertumpu kepada peranan yang dilaksanakan oleh agen pentadbir dan impaknya kepada pemahaman komuniti. Persepsi komuniti tentang pelaksanaan zon konservasi di daerah Semporna diperhatikan terkait dengan kitaran kehidupan garis geografi. Kerasionalan pemuliharaan ekologi maritim dipengaruhi oleh semangat laut daripada nenek-moyang iaitu 'Mbo Madilau'. Kepercayaan dan 'worldview' komuniti Bajau kurang diterokai dan menyebabkan dapatan berkaitan amalan spiritual dan hubungannya dengan impak konservasi maritim sukar diketengahkan (Bottingnolo, 1995 & Nimmo, 1990). Persepsi tuah tangkapan serta kecekapan nelayan bergantung kepada penyerahan nasib baik iaitu 'padalleang' (Clifton, 2011:721). Berbeza dengan dapatan kajian oleh Brunt (2007) dan Santoso (2012), sarjana tersebut mendedahkan bahawa penglibatan dalam inisiatif konservasi boleh dipertingkatkan sekiranya pemantauan sistem zon maritim diberikan kepada komunitinya.

Sikap dan kesedaran tentang pelaksanaan zon konservasi perairan turut dipengaruhi oleh kebolehan komuniti untuk beradaptasi dengan sebarang perubahan persekitaran. Hal ini dibuktikan menerusi pemerhatian lapangan oleh Clifton dan Majors (2011:719) dengan merujuk kajian Sather (1997), menerangkan bahawa komuniti Bajau '*alter their practices on complex diel or lunar cycles reflecting known patterns of fish movement, spawning and aggregation, while changes in preferred species and habitats also occur in tandem with longer term seasonal variations*'. Berbanding dengan kajian Saidatul Normis Mahali (2013), mendedahkan bahawa halangan dari segi berbahasa antara penyelidik luar berbanding lokal diperhatikan menyukarkan maklumat daripada perspektif Bajau diperolehi dan diinterpretasi secara baik. Sikap tersebut akhirnya memberikan tanggapan berbeza mengenai kebolehlaksanaan peraturan zon perikanan (Christie, 2005). Kesedaran komuniti melestarikan sistem zon konservasi mempunyai hubungkait dengan sekatan yang dikuatkuasa oleh pihak pentadbir. Lester et al. (2009) menjelaskan bahawa pihak pentadbir beranggapan sekatan aktiviti perikanan, peralatan memancing dan penguatkuasaan zon perlindungan maritim berupaya mengurangkan salahlaku kegiatan perikanan. Akan tetapi, kawalan sosial dan tindakan undang-undang sukar diimplemetasi (The Nature Conservation/ WWF, 2004) kerana populasi komuniti Bajau dalam kegiatan perikanan mencatatkan jumlah yang tidak seimbang di samping lokasi migran perairan yang berubah-ubah (Cullen & Nagatsu, 2007).

Hasil tinjauan terhadap persepsi, sikap dan kesedaran komuniti, didapati wujud beberapa kelompangan yang boleh dimurnikan. Roberts et al. (2001) menjelaskan bahawa kepatuhan terhadap kawasan perlindungan maritim mampu direalisasikan sekiranya sistem pandang dunia komuniti diterokai. Ini kerana, komuniti pelaut sememangnya mempunyai interpretasi tersendiri tentang proses-proses perubahan alam sekitar dan hubungannya dengan jumlah populasi ikan (Berkes, 1999). Kajian dari sisi antropologi sosial oleh Nimmo (1967) menghujahkan bahawa pengkaji selepasnya cenderung membincangkan faktor transisi perubahan masyarakat Bajau daripada pemungut hasil hutan dan beralih kepada peradaban maritim dengan merujuk penulisan sejarawan seperti David. E Sopher (1965). Akhirnya, persoalan sarjana antarabangsa mengenai pemahaman komuniti tentang kelestarian terumbu karang (Afiff et al. 2007) terbatas kerana tidak memahami tujuan dan manfaat program konservasi (The Nature Conservation, 2006).

## 2.2 Kegiatan Perikanan dan Penyalahgunaan Bahan Letupan

Perdebatan mengenai isu-isu kegiatan perikanan dan penyalahgunaan bahan letupan mula diberikan perhatian oleh sarjana menjelang era 90-an (Akimichi & Supriadi, 1996) yang lazimnya terkait dengan masalah taburan petempatan komuniti. Menelusuri isu tersebut, kes eksploitasi

sumber perikanan penduduk lokal diperhatikan wujud dalam kalangan komuniti nomad (Pet-Soede & Erdmann, 1998). Dalam hal ini, sarjana Gaynor (2005) dan Chou (2003) menyifatkan bahawa impak modernisasi menerusi proses sedentarisasi komuniti Bajau-Laut (Crabbe & Smith, 2005) diujahkan sebagai faktor penyebabnya. Kenyataan tersebut diperkukuh oleh Bracamonte (1995) yang mendapati belia lelaki lebih mudah untuk bermigrasi ke lokasi-lokasi urban kesan migrasi. Akan tetapi, petempatan komuniti Bajau lazimnya dikarakteristikkan sebagai mukim yang ketinggalan dari segi pendidikan formal, miskin dan kadar kematian kanak-kanak adalah tinggi (Chou, 1997). Selain dapatan sedemikian, kegiatan perikanan dalam komuniti Bajau-Laut juga terkait dengan sistem pengangkutan air (Wan Shawaluddin et al. 2012) dan masalah dari segi menyediakan permit berikutan masalah kewangan (Jamie et al. 2011). Pada tahun 2004, penggunaan '*Pump Boat*' diharamkan atas alasan keselamatan dan penyeludupan, tetapi ianya masih berleluasa (Ramli Dollah et al. 2012). Menerusi kajian Chiam Tah Kong (2012), perahu signifikan dalam pembudayaan warisan hidup Bajau-Laut.

Penyalahgunaan bahan letupan dalam aktiviti perikanan diperhatikan tersebarluas dalam komuniti Bajau di kawasan terumbu karang (Tun et al. 2008) kerana mempunyai jaminan tangkapan sumber maritim dengan jumlah yang tinggi (Pet-Soede et al. 1999). Ketegasan penguatkuasa memastikan kepatuhan komuniti juga mencetuskan keprihatinan environmentalist (Cesar et al. 1997). Berbeza dengan pandangan Clifton et al (2011:722), penggunaan bahan letupan penting kepada budaya dan status sosial komuniti nelayan menerusi semangat egalitarian terutama spesis maritim yang jarang ditemui. Status sosial pelaut meningkat kerana kecekapannya diiktiraf sebagai 'folk hero' setaraf dengan ketua kelompok informal. Pengiktirafan menjadi elemen penting kepada pembinaan modal sosial komuniti nelayan (Woolcock, 2001). Berdasarkan tema ini, proses sosialisasi yang diterima oleh komuniti Bajau-Laut signifikan diterokai bagi memahami bagaimana komuniti menginternalisasikan sebarang pengetahuan berhubung penguatkuasaan zon-zon konservasi di sekitar Taman Marin Tun Sakaran. Justeru, kertas kerja ini ingin membuktikan bahawa proses sosialisasi menerusi interaksi sosial bersama dengan agen-agen mampu mengubah 'world-view' komuniti Bajau-Laut tentang pembaharuan dalam persekitaran pulau khususnya pnstrukturkan zon konservasi.

### 3. Metodologi Kajian

Secara sepintas lalu, lokasi kajian ini terletak di daerah Semporna, Sabah. Fokus tertumpu kepada Kampung Tundun di Pulau Bum-Bum kerana mukimnya berhadapan dengan kawasan zon-zon konservasi yang digazetkan. Dari segi demografinya, daerah ini didiami oleh komuniti Bajau-Laut yang membina petempatan di sekeliling perairan sama ada kekal melalui proses sedentarisasi ataupun masih menjalani kehidupan nomadisasi. Teknik pensampelan bertujuan yang diaplikasi dengan kerjasama JKKK Kampung Tundun sebagai '*gate keeper*' telah berlangsung bersama dengan 10 orang komuniti Bajau-Laut. Jumlah tersebut dipilih berdasarkan kesesuaian pendekatan Fenomenologi yang bergantung kepada ketepatan data (Creswell, 1998). Informan kajian terdiri daripada tiga (3) orang perempuan dan tujuh (7) orang lelaki dengan kepelbagaian tahap pendidikan, pekerjaan, agama dan jenis petempatan. Had umur sampel kajian ini tidak distrukturkan bagi memperlihatkan pola persamaan, perbezaan dan perbandingan apabila analisis deksriptif dilaksanakan kelak. Hasilnya, wujud kepelbagaian peringkat umur bermula dari tahap 20-an, 30-an, 40-an dan 60-an untuk memberikan maklumbalas daripada perspektif yang luas. Selanjutnya, data primer hasil maklumbalas informan turut disokong bersama data sekunder dengan menganalisis beberapa laporan seperti '*Socio-Economic Monitoring in Taman Marin Tun Sakaran Results of the 2006 Community Census*' (Wood, Suliansa & Brunt, 2007), (ii) '*Progress Towards Development of Alternative*

*Livehoods In Tun Sakaran Marine Park'* (Wood, Bavoh & Ng, 2011) dan (iii) *'Semporna Island Darwin Projects, 2011 Reports*.

#### 4. Dapatan dan Perbincangan

Sejumlah sepuluh (10) orang informan ditemubual dengan mengaplikasikan teknik temubual semi-struktur bagi memperoleh maklumat mengenai agen-agen yang mensosialisasikan pengetahuan informan dalam zon konservasi Taman Marin Tun Sakaran. Lima (5) orang daripada informan merupakan komuniti Bajau-Laut yang membina petempatan kekal manakala selebihnya berstatus nomad di sekitar perairan daerah Semporna. Hasil kajian telah mengenalpasti sebanyak dua (2) kelompok agen iaitu agen sosialisasi formal dan tidak formal terlibat dalam menyalurkan informasi. Selanjutnya, dapatan kajian akan dibincangkan dengan mengaplikasikan teori *Symbolic Interaction: Mental Process and the Mind* paradigma George Herbert Mead (1934). Tujuannya adalah memahami interaksi sosial aktor kajian dengan menerapkan huraian aspek ontologi idealis dan epistemologi sosial konstruktivis agar tidak mengabaikan analisis secara sosiologikal yang menjadi sumbangan kajian ini.

##### 4.1 Agen Sosialisasi Formal

Analisis deksriptif yang diteliti menerusi maklumbalas informan mengetengahkan tiga (3) bentuk agen formal yang mensosialisasikan pengetahuan komuniti Bajau-Laut tentang zon konservasi. Dapatan kajian memperlihatkan sejumlah empat (4) orang informan berinteraksi dengan agen-agen seperti i) JKKK, ii) PEKEBAL dan iii) agensi Taman Marin Tun Sakaran. Menerusi kategori ini, majoriti tiga (3) orang informan menetap di sekitar Kampung Tundun dan memperoleh pendidikan formal sehingga ke peringkat Diploma serta berkhidmat dalam pelbagai bidang pekerjaan. Bagi informan berjantina lelaki, analisis melabelkan sebagai 'L', manakala bagi informan perempuan label ialah 'P' berdasarkan urutan temubual.

##### *Jawatankuasa Kemajuan cawangan Kampung Tundun (JKKK)*

Pola maklumbalas yang memaparkan JKKK sebagai agen sosialisasi formal diperlihatkan menerusi keterangan sejumlah dua (2) orang informan iaitu **L1** dan **P1** yang menetap di Kampung Tundun. Menurut **L1** yang berusia 65 tahun, beliau memperoleh maklumat tentang pelaksanaan zon konservasi menerusi perjumpaan bulanan bersama JKKK. Selaku warga emas yang arif selok-belok kehidupan nelayan, **L1** menyifatkan peraturan dan sekatan kegiatan perikanan menjadi halangan untuk komuniti yang masih aktif dengan sistem sara diri. Pandangan **L1** dapat dipaparkan menerusi maklumbalasnya *'atuk banyak tahu dari ketua kampung. Kesian juga sama jirannya yang hidupnya dilaut. Mau ke kawasan laut dalam perlu permit yang dibayar, sedangkan hidup untuk makan pun susah' (L1)*. Berbeza dengan respond Informan **P1**, informan merupakan surirumah dan Penjual Karang Eksotik sambilan untuk dibekalkan kepada peminat aksesori dan pengusaha hotel daerah berkenaan. Informan **P1** mengakui bahawa informasi zon konservasi perairan diketahui sewaktu menerima jaring percuma di dalam satu pertemuan bersama pemimpin kampung (JKKK) beberapa tahun sebelumnya. **P1** menerusi keterangannya menyatakan bahawa *'kami ini ketua kampung yang kasi tau aturan dilaut. Apalagi saya dak pandai tulis baca. Cuma sekarang susah sikit sebab kawasan yang mutiaranya banyak tidak bole suda masuk sebarangan' (P1)*.

##### *Persatuan Kebajikan Komuniti Bajau-Laut (PEKEBAL)*

Temubual bersama Informan L2 yang merupakan seorang guru menerangkan bahawa beliau pengetahuan beliau banyak disosialisasikan menerusi agen PEKEBAL. Agen ini berperanan sebagai 'orang tengah' menyalurkan perkembangan dan projek di pulau Semporna. Dalam masa yang sama kerjaya guru di kawasan pulau juga dilibatkan dengan program-program konservasi. Penjelasan L2 dapat difahami menerusi bait penerangannya *'cikgu sekolah ini ada masanya kami berprogram alam sekitar dengan murid disini. Tapi memang hanya yang bersekolah sahaja, kalau yang tidak sekolah pun ada tapi diluar sekolah. PEKEBAL yang banyak salurkan maklumat pasal taman marin dan anjurkan program'* (L2).

#### *Agensi Taman Marin Tun Sakaran (TMTS)*

Tanggungjawab agensi Taman Marin Tun Sakaran selaku agen sosialisasi formal dapat dianalisis daripada keterangan Informan L3 yang bekerja sebagai Pemandu Pelancong. L3 yang berusia lingkungan 45 tahun ini menjelaskan bahawa rutin harian pekerjaannya mendedahkannya kepada sebarang informasi berkaitan aktiviti di pulau pelancongan. Menurutnya, *'kalau dulu bebas mau snorkeling ke mana-mana, sekarang ada susah sikit sebab pelancong pun mesti berdaftar melalui agen baru kami boleh bawa. Kebebasan itu ada tapi dikawal sama agen taman marinh'* (L3).

#### 4.2 Agen Sosialisasi Tidak Formal

Dapatan mengenai agen sosialisasi tidak formal mengetengahkan tiga agen yang berperanan menyalurkan pengetahuan berhubung dengan zon konservasi di Taman Marin Tun Sakaran. Agen-agen tersebut terdiri daripada i) keluarga, ii) rakan sebaya dan iii) media cetak. Sungguhpun keluarga merupakan agen sosialisasi *primer* dalam proses bersosialisasi, namun hasil kajian memaparkan peranan rakan sebaya ataupun *peer group* selaku agen lebih dominan dalam kalangan empat (4) orang informan berbanding sepuluh (10) yang lain. Selanjutnya, hanya satu (1) orang informan sahaja mengetahui informasi zon menerusi media cetak yang dipaparkan di sekitar jeti dan mukim.

##### *Keluarga*

Peranan keluarga sebagai agen sosialisasi tidak formal dapat dihayati menerusi kenyataan Informan L4 yang bekerja sebagai Buruh Kasar di pekan Semporna. Kehidupan nomad yang dilalui oleh L4 selama 25 tahun memberikan perspektif yang berbeza tentang perubahan zon konservasi di daerah tersebut. L4 menjelaskan bahawa informasi daripada keluarga penting kerana kesibukan bekerja telah mengehadkan interaksi bersama komuniti Bajau-Laut yang lain. Penjelasan L4 dapat dihayati menerusi maklum balasnya, *'dulu kami ni bebas pancing ikan...dimana pulau semua boleh masuk...tapi susah sekarang pasal orang dirumah (keluarga) bilang (maklum) jangan sembarangan masuk pulau nanti ditangkap sama polis marin'* (L4).

##### *Rakan Sebaya*

Persoalan mengenai peranan rakan sebaya selaku agen sosialisasi berikutnya direspon sebanyak empat (4) orang informan iaitu Informan L5, P2, L6 dan P3 dengan pelbagai latar belakang dan status yang berbeza. Analisis peranan agen ini, mengetengahkan tiga (3) pola maklumbalas yang berbeza dari segi bagaimana pengetahuan zon konservasi disosialisasikan. Pola maklumbalas yang menzahirkan ketidakpastian tentang zon dapat dianalisis dalam diri Informan L5 dan Informan P2. Akan tetapi, informan tersebut mengakui bahawa sedikit-sebanyak pengetahuan terbentuk menerusi pengalaman harian daripada rakan sebaya.

Pengakuan L5 yang bekerja sebagai Pemandu Perahu Barang dapat diteliti menerusi perbualannya, *'nda pasti juga tapi...macam kawanku kasi ingat, jam berapa yang boleh bawa perahu pasal ada aturan di Semporna ini kalau jam 6 subuh keluar, 6 petang balik jeti'* (L5). Kenyataan L5 dapat diyakini kerana sehingga kini, daerah Semporna menguatkuasakan Perintah Berkurung di sekitar Pulau Bum-Bum bagi menjaga keselamatan penduduknya. Pola maklumbalas Informan P2 selaku Penjual Putu Ubi (sejenis makanan tradisi berasaskan ubi dan campuran kelapa) pula dapat dihayati berdasarkan petikan seperti *'macam ada juga aku tengok ESSCOM meronda sama pakcik-pakcik taman marin yang pakai baju coklat. Tapi macam adik (merujuk diri pengkaji) kata peraturan itu aku kurang tahulah karna aku nda sekolah jadi kawan selalu kasi sampai cerita sama aku. Memang lah aku Bajau-Laut tapi nda selalu ku turun mancing kecuali tu abang, sepupu dan pakcik'* (P2). Kehidupan nomad di kawasan yang tidak menentu juga menyumbang kepada kurangnya sosialisasi pengetahuan L5 dan P2 tentang skim pelaksanaan zon konservasi perairan. Selanjutnya, pola maklumbalas mengenai peranan rakan sebaya berikutnya dapat dianalisis menerusi kenyataan Informan L6 dan P3. Menurut L6 yang bekerja sebagai Nelayan dan Penjual Ikan, menjelaskan bahawa perbualan sehari-harian bersama peniaga kecil-kecilan di jeti menyebabkan beliau sedar bahawa wujud struktur peraturan di zon perairan sekitar kehidupan nomadnya. L6 melalui pandangannya menyatakan bahawa *'...bosku-bosku (teman rapat) di pasar tu yang kasi tau. Sebab aku ini takda surat tiada permit. Bisnes pun ada kadang takda jadi susah mau mohon lesen perahu'* (L6). Pernyataan berikutnya, dapat dianalisis menerusi P3 yang bekerja sebagai Penjual Landak Laut di Jeti Balimbang, Semporna sekaligus berkongsi satu lokasi tapak menjual yang sama dengan L6. Penjelasan P3 dapat dihayati seperti *'kawan selalu memesan tu sama abangku (suami informan), dibilang oh jangan suda kamu ke sana mencari tehe-tehe (landak laut)'* (P3).

#### Media Sosial

Informan L7 yang bekerja sebagai Pemandu Van Pulau secara 'chater' dan menetap dalam mukim yang sama dengan P1 menyatakan bahawa dirinya cakna akan pelaksanaan zon dan peraturan aktiviti memancing melalui kenyataan yang ditampal di sekitar pondok perhentian bas, Jeti Balimbang. Menurut L7 dalam penjelasannya, pengetahuannya menerusi media cetak adalah seperti, *'...Ada tu disana ditampal di pondok bas. Kalau yang tau membaca oke juga kalau yang buta hurup memang nda ditau tu. Contohnya, yang nomad tu kan dorang macam nda peduli saja tuh. Kau cakaplah macam mana besok nanti ada juga dorang tu terjun-terjun dekat kawasan yang dipagar...'* (L7). Menerusi penjelasan L7, anggota Balai Polis Bum-Bum juga memantau segala bentuk aktiviti nelayan di kawasan laut yang hanya membenarkan kegiatan perikanan tidak lebih daripada tiga (3) batu nautika daripada perairan zon konservasi.

Hasil dapatan menerusi kedua-dua kelompok agen sosialisasi i) formal dan ii) tidak formal memperlihatkan bahawa wujud pengaruh yang dominan berdasarkan jenis pekerjaan, tahap pendidikan dan pola petempatan informan. Hal demikian kerana, interaksi sosial yang berlangsung sangat ditentukan oleh faktor *time and space* (Giddens, 1984). Persoalan berkaitan *'apa, siapa, dimana, bagaimana dan mengapa'* tentang skim zon konservasi perairan yang dilaksanakan oleh agensi Taman Marin Tun Sakaran pula dipengaruhi oleh *'social experience'* aktor iaitu informan kajian (Mead, 1962).

#### 4.3 Perbincangan

Perbincangan hasil dapatan kajian menerusi kertas kerja ini dipandu oleh tujuan utama kajian yang diaplikasi untuk membincangkan agen-agen sosialisasi pengetahuan komuniti Bajau-Laut tentang zon konservasi perairan. Secara ontologikalnya, kertas kerja ini menerokai realiti sosial

komuniti menerusi pendekatan ontologi idealis (Blaikie, 2007). Ini kerana, pengetahuan seseorang aktor adalah bersifat subjektif bergantung kepada proses interaksi sosialnya. Menerusi pendekatan epistemologi sosial konstruktivisme, pengkaji mendapati bahawa makna sosial dan penghayatan tentang nilai baik atau buruk manfaat konservasi sangat dipengaruhi oleh kelompok agen yang mensosialisasikan pengetahuan berkaitan usaha-usaha melestarikan Taman Marin Tun Sakaran.

Selanjutnya, perbincangan dari sudut teoritikal diwacanakan dengan pendekatan *Symbolic Interaction: Mental Process and the Mind* oleh George Herbert Mead (1934). Menerusi teori ini, Ritzer (1996) menjelaskan bahawa '*...another function of significant symbols-that they make the mind, mental processes, and so on, possible. It is only through significant symbols, especially language, that human thinking is possible...*'. Keserasian pendekatan teori tersebut dengan fenomena kajian diperhatikan seimbang dengan hujah Mead (1934) dalam Ritzer (1996:200) kerana kefahaman informan terhadap zon konservasi sebagai suatu simbol peraturan dan fungsinya sebagai alat kawalan sosial diinternalisasikan melalui proses interaksi. Internalisasi nilai-nilai yang sesuai hasil sosialisasi bersama agen signifikan membentuk keperibadian informan. Pandangan pengkaji diperhatikan selari dengan hujah Mead (1934/1962:47) yang menghuraikan bahawa proses berfikir sebagai '*simply an internalized or implicit conversation of the individual with himself by means of such gestures*'. Akhirnya, interaksi sosial turut mempengaruhi proses sosialisasi individu dalam menginterpretasi usaha-usaha murni yang dilaksanakan oleh agensi Taman Marin Tun Sakaran.

## 5. Kesimpulan

Kesimpulannya, agen sosialisasi formal ataupun tidak formal berperanan menerapkan nilai kelestarian sumber maritim dari segi konsumerisma dan penjanaaan komoditi daripada pulau yang digazetkan. Penglibatan komuniti Bajau-Laut dalam program konservasi seharusnya bersifat lebih aktif berbanding agen pentadbir kerana pergantungan terhadap aktiviti berasaskan laut masih menjadi identiti kekeluargaan. Justeru, bagi meneruskan kesinambungan analisis wacana sosiologikal kertas kerja ini, kajian lanjutan yang mewacanakan pengetahuan zon konservasi daripada realiti sosial komuniti Bajau-Laut seharusnya dibincangkan dengan mengaplikasi pendekatan Struktur-Agensi (Anthony Giddens, 1984). Ianya penting untuk menganalisis peranan struktur peraturan zon konservasi sama ada sifatnya mapan sebagai pembentuk kawalan sosial. Selanjutnya, merungkai persoalan sama ada peranan agensi taman marin mensosialisasikan pengetahuan komuniti dapat diperkasakan melalui peranan agen pentadbir ataupun pemimpin lokal di daerah Semporna.

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## Presenting the Archaeological Evidence in Aceh: International Trade Perspective

Amir Husni<sup>a</sup>, Said Achmad Kabiru Rafiie<sup>b</sup>, Husaini Ibrahim<sup>c</sup> & Mokhtar Saidin<sup>a</sup>

<sup>a</sup>School of Archaeology, Universiti Sains Malaysia

<sup>b</sup>Teuku Umar University

<sup>c</sup>Syiah Kuala University-Aceh Indonesia

Email of corresponding author: amirhusni92@gmail.com

### ABSTRACT

This study aims to examine the evidence of the archaeological evidence founding in Lamreh, Aceh province, Indonesia. It shows that the ceramics fragment proves the connection of trade between Aceh and Southeast Asia. These specific ceramics originally come from mainland China, Thai and Vietnam. The current founding of ceramics in Malaysian Peninsula including Kedah, Melaka, and Johor confirm the similarities. It reaffirms that Aceh was the hub of international trade. This study used exploratory research approach. This approach with the narrative perspective to examine what ceramics tells us around 13<sup>th</sup> until 15<sup>th</sup> CE regarding to international trading in Lamreh, Aceh. The research will give the new perspective on historical record based on archaeological evidences. Previous researches are mainly focussing on record from international explorers. This study will help us to understand possibility to connect Aceh as part of ASEAN community to build a new international trade hub in Aceh.

**Key words:** *ceramics, trade, Lamreh, Aceh*

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### 1. Introduction

Since early 16<sup>th</sup> CE, Aceh was known as the largest international trade centre in Nusantara world (Ito, 2015; PeACoCk & GALloP, 2016). Most of the merchants came to trade the species which is in great demand in West and Middles East markets (Tracy, 1997). A number of explorers had visited Aceh in 16<sup>th</sup> CE telling that Aceh was the centre for international trade in Southeast Asia (Reid, 1995). As well as, local sources such as *Bustanus Salatin* and *Hikayat Aceh* was also declared the similarities (Lombard, 1967).

Archaeological research by McKinnon (1988) in Ujong Pancu – a coast to the west of Banda Aceh city – found several ceramics fragment that produced before 15<sup>th</sup> CE. Most of them were exported during South Song and Yuan Dynasties-China. It shows that before Aceh sultanate established, It had a commercial trade with international merchants. McKinnon has claimed that Ujong Pancu was the centre for international trade in Aceh. furthermore, he argued that the Lamuri kingdom capital is Ujong Pancu. The founding of those ceramics demonstrates that Aceh had a strong connection with international trader long time before the Kingdom of Aceh establishment.

Currently, a large quantity of ceramics has been discovered at Lamreh, Aceh Province-Indonesia.

This site is located approximately 30 km to the north of the provincial capital, Banda Aceh. Generally, the ceramics is dated back to the period of the Song, Yuan, and early Ming dynasties. Refer to historical records, ceramics was the merchandise in the past beside other items (Wood, 1999). Therefore, this paper will underline Lamreh site as the centre of trade in Aceh before 15<sup>th</sup> CE. As well as, the discovery the ceramics is proving that Lamreh was a hub of international trade in Southeast Asia until 15<sup>th</sup> CE.

## 1. Methodology

This research is aimed to identify the international trade in Aceh before 16<sup>th</sup> CE. To gain the purpose, the research applied several methods. Firstly, library research was used to obtain the record of the ancient trade in Aceh by international explorer. Then, field work was conducted in the site. A coastal survey of Banda Aceh and Aceh Besar district has been done. It found that Lamreh was the site of the oldest ceramics. Lastly, a comprehensive survey during 3 weeks onsite was conducted to collect the ceramics fragment as the main data of this research. The final steps are ceramics analysis. Morphological analysis was used to identify the shape and decoration of ceramics fragment. The technological analysis was to determine the raw material of ceramics while the contextual analysis was applied to correlate the ceramics with the site. These methods are considering will answer the origin of the ceramics where the ceramics were produced. Lastly, relative dating was used to search the date of ceramics by comparing the similarities of another ceramic in Southeast Asia.

## 2. Discussion

Lamreh is a village located on the northern tip of Sumatra Island-Indonesia. This is a hilly area and facing directly with the Strait of Melaka. Lamreh site is situated at N 5°36'42.7" and E 95°31'54.2". This site is about 30 km to the northern of Banda Aceh city or 50 km from the north direction of Ujong Pancu site where McKinnon did his research. Lamreh site has 2 bays namely Krung Raya and Ujong Batee Kapai bays.

Picture 1. Research location area



During 3 weeks' survey onsite, numerous pieces of ceramic fragment were collected for analysis. Mostly, all of them are divided into 2 major types that are Chinese and Southeast Asian ceramics. The typologies of Chinese ceramics are celadon ware, Qingbai ware and blue white porcelain while Southeast Asian ceramics are Sukhothai ware from Thailand and Vietnamese ware.

### 2.1. Celadon Ware

The word of celadon refers to green glaze ware, all of the green glaze ware called celadon (Wood, 1999). The main production of celadon was in Zhejiang province, southern China. The great qualities of celadon were produced in Longquan city located at southern Zhejiang then known as Longquan celadon (Dejin, 1994).

A large number of Longquan celadon was produced since 12<sup>nd</sup> CE when the capital of Song Dynasty moved to Hangzhou-southern China (Kerr & Thomas, 2004). Since that time, the craftsman began improved the technology of ceramics and successfully produced the great quality of celadon ware (Hongming, 2010). This achievement due to several factors. Firstly, the main location of ceramics production was nearby to the court and it was easy to control by government. Then, the policy of Southern Song Dynasty launched the ceramics as one of the official commodity export other than silk (Wood, 1999).

Since 12<sup>th</sup> CE, a massive amount of celadon was exported and accepted in the international market due to their quality (Dejin, 1994; Valenstein, 1988; Wood, 1999). Finally, celadon ware reached the greatness in 12<sup>th</sup> until 14<sup>th</sup> CE under Song and Yuan dynasties (Satō, 1981). These ceramics have been already found in several sites in Southeast Asia either in Malay Peninsula and Indonesia as the evidence of their distribution outside China (Yatim, 1978).

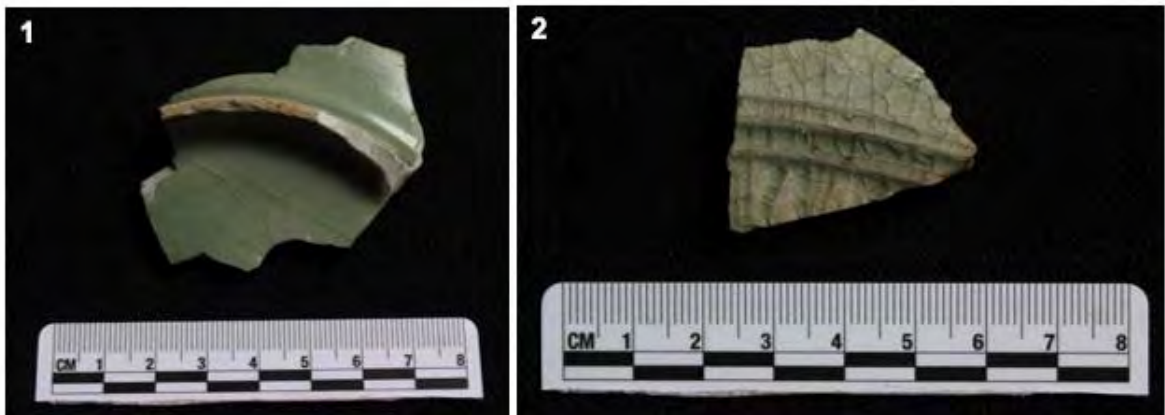
Lamreh site is the location where the celadon ware has been found in Sumatra Island-Indonesia. Most of them has a various colour such as olive green, bluish green, yellowish green and half of them has a thick glaze and cracked glaze. Those character is representing the identity of celadon ware produced in Longquan kiln, Zhejiang Province during Song and Yuan dynasties around 12<sup>th</sup> – 14<sup>th</sup> CE (Hongming, 2010; Wood, 1999).

The result of the technological analysis show that the celadon ware from Lamreh site was made by stone (stoneware). The temperature of ceramics firing was around 1150°C until 1300°C (Wood, 1999). The olive green glaze ware from Lamreh site was probably burned in highest temperature so that produced that colour (Hongming, 2010). The morphological analysis shows that the ceramics fragment was a part of utensils ware such as bowl and dish.

A half group of celadon ware from Lamreh site has the lowest quality, the glaze is very cracked and not glossy. The raw material of ceramics body is impure and coarse. Probably, that group was exported during the last decade of Yuan Dynasty. Since that time, the celadon ware was very high demand in international markets either in Asia or Middle East (Guy, 1986). Therefore, Yuan Dynasty established many kilns in Southern China to maintain the supply chain and finally they produced in the largest quantity of ceramics (Wood, 1999). As a result, the quality of celadon was declined (Hongming, 2010).

Beside in Lamreh-Aceh, the same type of ceramics has been found in Malay Peninsula such as in Kedah, Johor Lama, and Temasek (Singapore) (Yatim, 1978). In Indonesia, they have found in Kota China, Palembang and Jambi (McKinnon, 1977). It shows that Lamreh was an important market for celadon ware in Southeast Asia. Based on the quantity of ceramics fragment it shows celadon was an important commodity which was traded in Aceh before 15<sup>th</sup> CE. Probably, the discovery of Longquan celadon in Lamreh sites was inseparable from the policy of Yuan Dynasty expanding their maritime trade network in Southeast Asia.

Picture 2: Celadon ware from Lamreh site



Picture 1 is the celadon fragment from South Song Dynasty (12<sup>nd</sup> CE) and picture 2 is the celadon from the late period of Yuan dynasty (14<sup>th</sup> CE). Source: private collection

## 2.2. Qingbai Ware

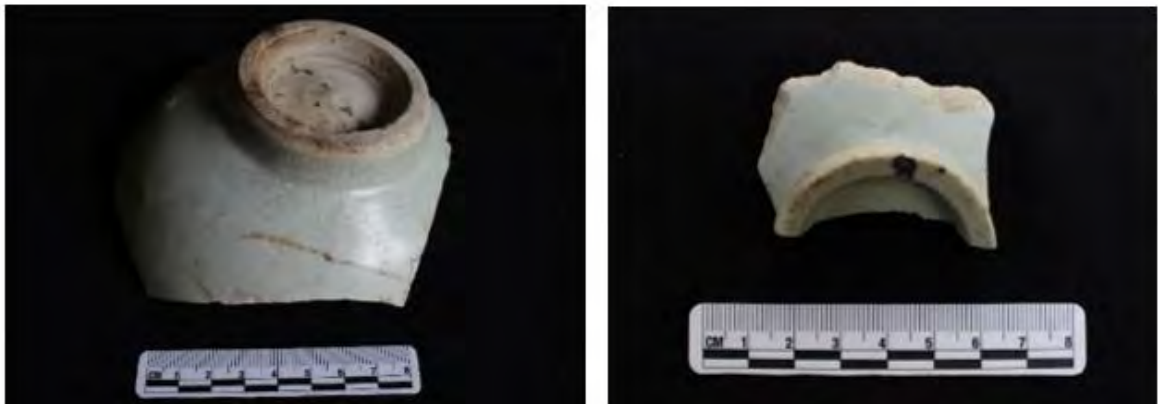
Qingbai ware was the another most popular ceramics produced under Song and Yuan Dynasties (12<sup>th</sup> – 14<sup>th</sup> CE) (Pierson, 2002). The word of Qinghai is refer to bluish-white glazed ware or white egg glazed ceramics. These ceramics was produced in Jiangxi province northern China. The raw material of this ceramics is a pure kaolin stone (Wood, 1999).

Qingbai was the common ceramics and some scholar believed these ceramics not produced for the royal court (Pierson, 2002). Mostly, it was used for household and some part in Southeast Asia was used for funerals (Chin, 1988).

These ceramics reached the glory in 12<sup>th</sup> – 14<sup>th</sup> CE under Song and Yuan Dynasties. It was the important commodity beside celadon ware and silks (Blumenfield, 2002; Pierson, 2002; Wood, 1999). Qingbai is the large quantity of ceramics fragment that has already found in Lamreh site, Aceh. The same type of ceramics has also found in several sites in Southeast Asia such as Kedah and Johor in Peninsula Malaysia, Sabah and Sarawak in Borneo and Kota China in Sumatra (Chin, 1988; Harrisson & Harrisson, 1956; McKinnon, 1977; Yatim, 1978). The discovery of this ceramics in Lamreh site show that Lamreh-Aceh was a noteworthy market in Southeast Asia.

Based on morphological analysis show that the fragment of qingbai ware from Lamreh site was the utensils ware especially bowl. However, another type has not been found until today. Relative dating was found the qingbai ware from Lamreh site is dating back from 13<sup>th</sup> until 14<sup>th</sup> CE. Refer to the history of their production, these ceramics does not continue after 14<sup>th</sup> CE and the kiln was transformed to produce blue white porcelain where they become popular on 14<sup>th</sup> CE (Pierson, 2002).

Picture 3: Qingbai ware fragment from Lamreh site



Source: Private collections

### 2.3. Blue White Porcelain

The most popular on the history of ceramics production in the world was Chinese blue white porcelain (Carswell, 2000). They have a blue decoration on white ceramics body then known as the blue white ceramics. Jingdezhen in Jiangxi Province-southern China was the largest kiln where the ceramics were produced (Juan, 2013).

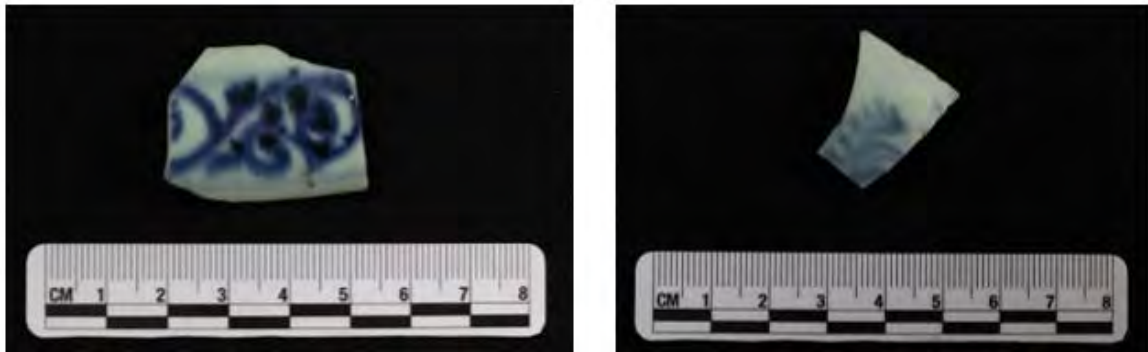
Blue white porcelain was produced since 14<sup>th</sup> CE under Yuan Dynasty and continue until 19<sup>th</sup> CE. The blue colour began to be used on ceramics on 14<sup>th</sup> CE when cobalt successfully imported from Persia (Wood, 1999).

Jingdezhen started produced the porcelain ceramics in 14<sup>th</sup> CE and finally this area is known as the porcelain city. The raw material is porcelain stone and most widely available in Jiangxi province (Juan, 2013). The firing temperature was around 1200°C until 1350°C (Juan, 2013). The combination of blue and white colour brought these ceramics as a pearl on international market in the past (Guy, 1986).

The blue white porcelain was exported in a huge quantity to Southeast Asian market since 14<sup>th</sup>. Sarawak in Borneo is the area where these ceramics have been found (Chin, 1988). Currently, a new discovery of blue white porcelain from early Ming Dynasty has been already found in Lamreh site, Aceh Province-Indonesia. However, this fragment found in small quantity compare another types such as celadon and qingbai groups. Probably, blue white porcelain not exported in a large number because the celadon was still in high demand in Aceh at that time. Furthermore, blue white porcelain was a commodity that was traded in Aceh especially in Lamreh in 14<sup>th</sup> CE. Refer to the historical record, a Chinese geographer Wang Ta-Yuan in 1349 CE mention that “Nan-Wu-Li” (Lamury / Lamreh) was the important place for trade. The imported product from China were gold, silver, iron tools, blue white porcelain, and another product. While the precious product from Lamuri was a lakawood because it has a great flavour than elsewhere (McKinnon, 1988). This record is an additional data that Lamreh was a market for Chinese blue white porcelain in Southeast Asia.

Blue white porcelain from 16<sup>th</sup> CE never been found in Lamreh site. Probably this case closely related with the established of Aceh Sultanate as a centre for international trade in Southeast Asia and the Lamury Kingdom was descent. The centre for trade was moved as well from Lamreh to Ujong Pancu where the Chinese porcelain from 16<sup>th</sup> – 19<sup>th</sup> is widely available. It is supported by historical record that Aceh Sultanate established the official sea port in 16<sup>th</sup> CE in Pantee Ceuremen near Ujong Pancu (Lombard, 1967).

Picture 4: Chinese blue white porcelain from Lamreh site.



Source: Private collections

#### 2.4. Southeast Asian Ceramics

The important development occurred in 14<sup>th</sup> of trade ceramics was the appearance of Southeast Asia as the ceramics exporter (Brown, 2000). The emergence of Southeast Asia interrelated with the Mongol invasion of China on 13<sup>th</sup> CE. Many of Chinese refugee moved toward to various countries such as Vietnam, Thailand, Cambodia, and Myanmar. Among the migrater were the craftsman group, when they reached the Southeast Asian land they began continue produced the ceramics just a view time after they arrived (Brown, 1977; Richards, 1995).

One hundred years later, in 14<sup>th</sup> CE, Southeast Asia emergence as a competitor of Chinese ceramics (Brown, 1977). Thailand, Vietnam, Myanmar, and Cambodia were the supplier of ceramics into international markets both in Asia and Middle East (Brown, 1977, 2000). Many of those ceramics have been found in several sites in Southeast Asia including Indonesia and Malaysia as the evidence of economic competition in the past (Guy, 1993). Lamreh site is the location where they have been found in Sumatra Island-Indonesia. Sukhothai ware and Vietnamese ware are the types of Southeast Asian ceramics that has been found in Lamreh site. However, both of them was found in view pieces in Lamreh site.

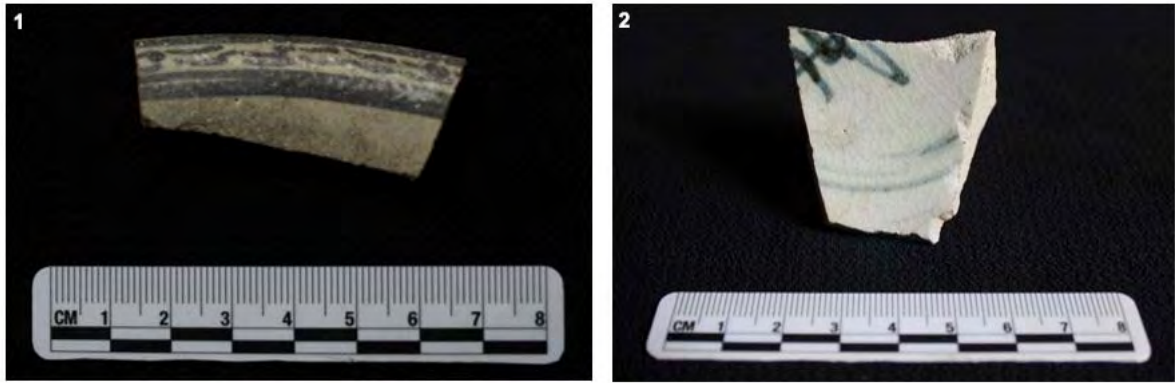
Sukhothai ware was produced in Thailand under Sukhothai Kingdom (13<sup>th</sup> – 14<sup>th</sup> CE). These ceramics was identic by creamy white colour and underglaze black decoration. While the Vietnamese type from Lamreh site is blue white ware (Brown, 2000; Guy, 1993; Richards, 1995). The colour was different, they have a faded blue and creamy white colour compare than Chinse blue white porcelain. This was due to the differences of the raw material of ceramics body where they did not used the porcelain for the body of ceramics. Then, they used iron to produce the blue or black colour for decoration (Brown, 2000).

Relative dating shows that the Sukhothai ware in Lamreh site was from 14<sup>th</sup> CE while the Vietnamese was from 15<sup>th</sup> CE. The result of morphological analysis was demonstrated their fragment was the part of utensils ware such as bowl and dish.

The discovery of Southeast Asian ceramics illustrated that Aceh under Lamuri Kingdom had a strong connection with Southeast Asian country. The product from Thailand and Vietnam was accepted in Aceh market before 15<sup>th</sup> CE. Probably, the ships from China stop in Vietnam Thailand to sale the Chinese commodities such as silks and ceramics. Then, the trader bought their ceramics to re-traded in another Southeast Asian markets. The discovery of Thai and Vietnamese wares in Lamreh site as the evidence that Aceh was the important market for Southeast Asian ceramics in Nusantara world.

Picture 4: Southeast Asian ceramics from Lamreh site





Picture 1 is the Sukhothai ware (14<sup>th</sup> CE) and picture 2 is blue white ware from Vietnam (15<sup>th</sup> CE). Source: Private collection.

### 3. Conclusion

Based on exploration of the coastal area of Banda Aceh and Aceh Besar, Lamreh is the site where many oldest ceramics was distributed. Detail survey onsite has found many ceramics fragment from China and Southeast Asia. Chinese ceramics type are celadon from 13<sup>th</sup> – 15<sup>th</sup> CE especially was made at Longquan kiln, qingbai ware (13-14<sup>th</sup> CE) from Jiangxi kiln and blue white porcelain from Jingdezhen kiln (15<sup>th</sup> CE), while the Sukhothai ware (14<sup>th</sup> – 15<sup>th</sup> CE) and Vietnamese ware (15<sup>th</sup> CE) are the types of Southeast Asian ceramics. The discovery of ceramics at Lamreh site described the growth of trade volume that had occurred in Aceh until 15<sup>th</sup> CE. Consequently, the development of trade in Aceh occurred in 14<sup>th</sup> CE which is confirmed by the founding of numerous celadon ware from Yuan period at Lamreh site. Lastly, the founding of Thai and Vietnamese wares at Lamreh site show that Aceh was the hub of international trade and had a strong connection with South East Asia communities in the past.

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## Kritikan Sosial Dalam Novel-novel Terpilih Karya Faisal Tehrani

Fauzi bin Hasan, Tengku Intan Marlina binti Tengku Mohd Ali & Madiawati binti  
Mamat@Mustaffa

Jabatan Kesusasteraan Melayu, Akademi Pengajian Melayu, Universiti Malaya, Kuala Lumpur

### Abstrak

Faisal Tehrani merupakan antara pengarang tanah air yang proaktif dan prolifik dalam berkarya. Beliau aktif dalam menghasilkan pelbagai genre sastera tetapi lebih menyerlah dalam genre novel. Sepanjang berkarya, pelbagai jenis novel yang dihasilkannya merangkumi novel-novel remaja dan kini berfokus kepada novel-novel dewasa dan serius, seiring dengan kematangan dalam dunia kepengarangannya. Novel-novelnya semakin jelas menyuguhkan pemikiran, idealisme, falsafah, kritikan dan pengamatannya terhadap isu-isu kemasyarakatan dan kemanusiaan yang berlaku di persekitarannya. Di samping itu, novel-novel yang dihasilkan sering menunjukkan kelainan dan pembaharuan daripada pelbagai aspek pembinaan novel. Sehubungan itu, kajian ini bertujuan menganalisis kritikan-kritikan sosial yang diungkapkan dalam novel-novel terpilih karangan Faisal Tehrani. Sebanyak lima buah novel akan dianalisis, iaitu *Perempuan Politikus Melayu*, *Manikam Kalbu*, *Tunggu Teduh Dulu*, *Bahlut* dan *Bagaimana Anyss Naik Ke Langit?*. Kritikan sosial yang dianalisis ialah dari tiga aspek, iaitu sosioekonomi, sosial dan politik. Kajian ini dijalankan secara kualitatif yang melibatkan pembacaan yang rapi dan pentafsiran sumber bertulis. Sehubungan itu, novel-novel tersebut akan dianalisis secara tekstual dan kontekstual. Novel-novel yang dipilih akan dianalisis berdasarkan tujuan kajian yang ditetapkan. Dapatan kajian menunjukkan bahawa, Faisal Tehrani menghasilkan novel-novelnya bukan untuk hiburan semata-mata, tetapi untuk menyuarakan kritikan, perasaan dan pandangan terhadap permasalahan-permasalahan sosial berdasarkan perspektifnya sebagai penulis.

Kata kunci: Prolifik, pemikiran, idealisme, falsafah, tekstual dan kontekstual.

### 1. Pendahuluan

Kesusasteraan Melayu atau bangsa mana-mana pun di dunia ini yang dihasilkan oleh pengarang atau penulis mempunyai tujuan dan menjadi imej masyarakatnya kerana memaparkan kepelbagaian kehidupan masyarakat yang melahirkannya. Karya yang dihasilkan bukan semata-mata satu deskripsi tentang apa yang dilihatnya, tetapi terselit pemikiran, cita-cita, nilai dan perasaan pengarang itu sendiri (Sohaimi Abdul Aziz, 2011). Justeru seseorang pengarang itu bukan sekadar bermain-main dengan dunia imaginasi semata-mata tetapi memberi makna dan memaknakannya dengan dunia realiti (Azhar Hj Wahid dan Zawawi Jahya, 2012). Apabila meneliti novel-novel Faisal Tehrani memang bersumberkan persekitaran menjadi idea, subjek, pemikiran dan persoalan-persoalan dalam penulisannya. Unsur dan sumber yang paling jelas dijadikan bahan penulisan ialah masalah sosial yang berlaku dalam masyarakat dan negara amnya. Menurut Talib Samat (2010), isu sosial bermaksud sesuatu persoalan besar yang berlaku dalam masyarakat pada era tertentu yang menjadi fokus perbincangan masyarakat dan mempengaruhi pemerintah dalam menentukan dasarnya untuk mengatasi isu tersebut. Sementara kesedaran sosial pula dikaitkan dengan satu kesedaran pengarang untuk mencetuskan kesedaran dalam jiwa pembaca tentang pelbagai masalah sosial yang berlaku dalam masyarakat semasa seperti kemiskinan, masalah golongan tidak bertanah yang tinggal di luar bandar yang sangat memerlukan tanah untuk membebaskan diri daripada gejala

kemiskinan, penderitaan hidup dan sebagainya. Dalam berkarya, pengarang menulis dengan menggunakan bahannya sendiri sebagai bahan dasar (Harun Mat Piah, 1994). Lantaran itu seseorang pengarang cuba memperlihatkan karya-karya itu merupakan kesedaran kelompok di mana pengarangnya berada sebagai salah seorang daripada anggota sosial dalam kelompok sosialnya (Goldman, 1980).

Kertas kerja ini akan menganalisis kritikan sosial yang diungkapkan dalam novel-novel terpilih berdasarkan pemikiran Faisal Tehrani. Novel-novel yang akan ditelusuri ialah *Perempuan Politikus Melayu (PPM)*, *Manikam Kalbu*, *Tunggu Teduh Dulu (TTD)*, *Bahlut* dan *Bagaimana Anyss Naik Ke Langit? (BANKL?)*. Karya-karya tersebut dikaji dari aspek kritikan sosial bagi memperlihatkan ruang lingkup sosio masyarakat, sosio politik dan sosio ekonomi yang diketengahkan dalam novel-novel kajian. Hasil daripada pembacaan yang dilakukan mendapati, terdapat pelbagai kritikan sosial yang disampaikan secara langsung dan tidak langsung melalui watak, dialog, peristiwa dan teknik naratif pengarang.

## **2. Metodologi Kajian.**

Kajian ini menggunakan kaedah kualitatif sepenuhnya. Penyelidikan kualitatif merupakan suatu penyelidikan yang menghasilkan dapatan bukan menggunakan kemudahan prosedur statistik atau kemudahan kuantitatif yang lain (Strauss & Corbin, 1998). Selain itu, Patton (1978) menjelaskan penyelidikan kualitatif sebagai '*verstehen*' atau pemahaman yang simpatetik dan mendalam. Pendekatan '*verstehen*' adalah berdasarkan aplikasi kecerdasan kritikal kepada fenomena tanpa bergantung sepenuhnya kepada abstraksi representasi numerikal. Penyelidikan kualitatif menghasilkan data deskriptif yang merangkumi tulisan sendiri seseorang atau perkataan yang diucapkannya (Bogdan & Taylor 1975). Setiap penyelidikan kualitatif bertujuan untuk mengkaji fenomena secara mendalam (Johnson 1995). Oleh itu, penyelidikan kualitatif ialah suatu kajian interpretif mengenai suatu isu atau masalah yang melibatkan pengkaji menumpukan makna yang dibuat oleh subjek kajian (Banister et al. 1994).

Dalam kajian ini pengkaji akan melakukan secara kualitatif kerana melibatkan fenomena dalam teks yang melibatkan pengarang dan kisah-pemikiran dalam teks.

## **3. Analisis Kritikan Sosial Dalam Novel-novel Terpilih**

Kritikan sosial yang dibincangkan dalam kajian ini merujuk kepada yang berpengaruh, berterusan dan diperkatakan dalam pelbagai media. Lazimnya isu semasa yang diperkatakan dalam media massa merupakan permasalahan sosial besar yang berlaku dalam masyarakat, negara dan kepada pemerintah. Sehubungan itu, analisis kritikan sosial akan meneliti tiga aspek kritikan sosial yang utama, iaitu kritikan sosio masyarakat, sosio politik dan sosio ekonomi.

### **3.1 Kritikan Aspek Sosio Ekonomi**

Novel-novel Faisal Tehrani memang jelas mengutarakan pemikiran sosioekonomi. Aspek yang kerap ditampilkan ialah pemikiran mengenai kemiskinan. Kemiskinan merupakan fenomena sosial yang berterusan berlaku dalam negara kita. Kemiskinan ini bukan lagi dikaitkan dengan masyarakat di luar bandar tetapi melibatkan masyarakat bandar. Kemiskinan ini diungkapkan dengan ketara dalam novel *PPM*, *TTD*, *Bahlut* dan *BANKL?*. Dalam *PPM* memaparkan kemiskinan dialami oleh penduduk kampung Jenyatu. Keadaan hidup mereka yang serba kekurangan ini diperlihatkan melalui watak Haji Chenon, Mak Leha dan Jora. Kehidupan mereka bergantung kepada bersawah padi yang menjadi sumber pendapatan utama. Oleh itu, kehidupan mereka terjejas apabila tanah-tanah sawah mereka diambil untuk menjayakan projek pembangunan yang dirancang oleh Datuk Zuri. Sama ada suka atau enggan, penduduk kampung Jentayu terpaksa menyerahkan tanah-tanah mereka kepada syarikat pemaju yang telah dilantik oleh Datuk Zuri. Hakikatnya, beliau ingin mengkritik sikap pemimpin melalui watak Datuk Zuri yang lebih mementingkan kuasa, kekayaan dan pengaruh daripada

membela nasib masyarakat yang memilihnya sebagai wakil mereka.

Jika dalam *PMM*, *Manikam Kalbu* dan *TTD* mengetengahkan kemiskinan masyarakat Melayu, novel *Bahlut* dan *BANKL?* pula mengangkat isu kemiskinan yang masih berlaku dalam masyarakat orang asli dan peribumi. Dua buah novel ini menggambarkan rasa simpati dengan nasib yang berlaku dalam masyarakat natif atau minoriti. Beliau mahu menyedarkan pihak-pihak tertentu mengenai penderitaan masih wujud dalam masyarakat sedangkan negara berada pada landasan untuk menjadi negara maju menjelang 2020. Beliau mendapati, masyarakat peribumi dan orang asli seolah-olah terus diabaikan kerana kehidupan mereka masih ketinggalan dalam pelbagai aspek berbanding dengan masyarakat lain. Melalui novel *Bahlut*, beliau mengetengahkan kemiskinan yang dialami oleh masyarakat orang asli Suku Temiar. Kemiskinan ini digambarkan watak Bahlut dan penduduk di kampungnya. Mereka digambarkan masih belum menerima kemudahan elektrik, air bersih, jalan raya, pusat kesihatan dan menjalankan pekerjaan tradisi. Oleh sebab itu, kedudukan yang terpencil menyebabkan mereka mudah ditindas, dianiayai dan dieksploitasi oleh pihak-pihak tertentu yang ingin mengaut keuntungan dengan membolot sumber ekonomi di kawasan penempatan mereka.

Kritikan terhadap kemiskinan masyarakat luar bandar dilanjutkan dalam novel *BANKL?*. Novel ini mengetengahkan penderitaan dan kesengsaraan yang menimpa masyarakat suku kaum Penan akibat penerokaan hutan di kawasan penempatan mereka. Kawasan hutan yang sekian lama menjadi sumber pendapatan telah diteroka bagi menjayakan projek pembangunan yang dirancang oleh kerajaan negeri Sarawak. Kesan daripada penerokaan hutan, menyebabkan masyarakat peribumi di Sarawak bukan sahaja kehilangan sumber pencarian, tetapi telah terdedah kepada pelbagai ancaman dari aspek kesihatan dan keselamatan. Keadaan ini berlaku disebabkan akibat pencemaran air, kemasukan kenderaan untuk membawa kayu balak dan kemasukan pekerja asing sebagai pembalak di kawasan penempatan mereka. Beliau secara terbuka mengkritik sikap pemimpin yang mementingkan pembangunan daripada membela nasib masyarakat peribumi.

Kesimpulannya, kemiskinan menjadi subjek kritikan dalam beberapa novel Faisal Tehrani. Kemiskinan yang diketengahkan adalah secara menyeluruh yang merangkumi masyarakat bandar dan luar bandar. Daripada analisis yang dilakukan, didapati aspek kemiskinan yang diketengahkan bukan sahaja tentang punca dan kesan kemiskinan itu sendiri, tetapi pada masa yang sama novel-novel ini turut mengkritik golongan pemerintah yang tidak menjalankan amanah yang diberikan dengan sebaliknya. Lantas kemiskinan dianggap sebagai masalah berterusan dalam negara dan masyarakat selagi pihak-pihak yang diberi kuasa tidak berintegriti, bermoral dan berakhlak mulia dalam dirinya. Oleh itu, pihak berkuasa perlu mengambil berat dengan pemimpin yang dilantik, dasar-dasar yang dirancang dan sebagainya supaya tidak disalahgunakan oleh pihak-pihak tertentu supaya tidak memberi kesan negatif kepada masyarakat dan negara.

### **3.2 Kritikan Aspek Sosio Masyarakat**

Novel-novel kajian turut menyerlahkan aspek sosio masyarakat, iaitu masalah sosial yang berlaku dalam masyarakat dan negara. Masalah sosial yang dimaksudkan ialah masalah keruntuhan moral dan akhlak, institusi kekeluargaan, pembangunan dan keagamaan. Bagi masalah keruntuhan moral yang diperkatakan ialah mengenai keruntuhan moral dalam kalangan masyarakat di kota. Warga di kota tidak mengira belia dan golongan tua dilihat mudah terjebak dalam kencana keruntuhan moral disebabkan pelbagai faktor. Faktor-faktor tersebut ialah masalah dalam keluarga, diri sendiri, pengaruh rakan, tidak ada pegangan agama dan persekitaran. Keruntuhan moral ini diungkapkan dalam novel *PPM*, *SsPJ* dan *TTD*. Misalnya dalam novel *PPM*, keruntuhan moral yang diperkatakan berlaku dalam kalangan keluarga yang ternama atau golongan politik. Pengambilan keluarga Datuk Zuri dan Datin Engku Malini sebagai keluarga yang terlibat dalam masalah sosial memperlihatkan bahawa kekayaan bukan jaminan

kepada kewujudan kebahagiaan dalam sesebuah keluarga. Watak Gunjai seorang anak tunggal dalam keluarga Datuk Zuri dengan Datin E. Malini telah terjebak dalam kegiatan tidak bermoral dengan hidup bebas bersosial dengan mengambil minuman beralkohol, menjadi 'gigolo' dan berfoya-foya bersama rakan-rakannya. Sementara Datuk Zuri pula tidak melaksanakan tugas sebagai seorang bapa dan suami yang baik kerana beliau sendiri terlibat dalam kehidupan tidak bermoral. Datuk Zuri mempunyai perempuan simpanan bernama Jenny. Datuk Zuri lebih banyak menghabiskan masa, wang dan perhatian kepada Jenny berbanding dengan keluarganya. Keadaan ini menyebabkan Datin Malini hidup terseksa secara zahir dan batin kerana diabaikan oleh Datuk Zuri. Kesannya Datin Malini hampir melakukan perbuatan tidak bermoral atas dorongan Datin Barbara. Datin Malini telah memilih untuk mencari lelaki berperanan sebagai 'gigolo' untuk memuaskan batinnya kerana tidak dipenuhi oleh Datuk Zuri.

Demikian juga dalam novel *TTD* sekali lagi memperlihatkan keruntuhan moral dalam kalangan belia kota. Keruntuhan moral ini ditampilkan melalui watak Shahruzzaman dan Mimi. Watak Shahruzzaman sebagai symbol kepada keluarga yang berada telah mengamalkan gaya hidup bebas seperti gemar berfoya-foya, mengambil minuman beralkohol, mengambil dadah dan menghabiskan wang untuk bersosial. Shahruzzaman sanggup melakukan apa sahaja cara untuk mendapatkan wang bagi menikmati aktiviti sosialnya. Misalnya, Shahruzzaman telah menggugut dan mencabul kakaknya sendiri, iaitu Salsabila kerana enggan memberi wang kepadanya. Shahruzzaman berkelakuan negatif ini setelah kematian bapanya. Melalui watak Shahruzzaman ini, Faisal Tehrani ingin mengingatkan bahawa golongan warga kota akan mudah terjebak dalam pelbagai kegiatan tidak bermoral sekiranya ibu bapa atau keluarga tidak menitikberatkan tanggungjawab, perhatian, didikan agama dan sebagainya kepada anak-anak mereka.

Secara umumnya, pembangunan adalah untuk memperkaya kehidupan manusia. Sasarannya ialah memperdayakan manusia sebagai insan yang merdeka dalam mencapai taraf kehidupan yang lebih baik secara adil. Kejayaan pembangunan diukur daripada peningkatan peluang masyarakat untuk mempertahankan dan seterusnya meningkatkan mutu kehidupan, kemudahan, laluan untuk pencapaian peluang dan penguatan penyertaannya dalam semua program dan projek (Fashbir Noor Sidin dan Mohd. Razali Agus, 2000, p. 275). Pembangunan yang difokuskan dalam novel-novel Faisal Tehrani adalah pembangunan fizikal. Menerusi novel-novelnya juga membangkitkan mengenai isu pembangunan negara yang mendatangkan implikasi negatif kepada sebahagian masyarakat tertentu. Pada pemerhatian, beliau melihat pembangunan berlaku atau dilakukan secara tidak seimbang antara di bandar dan luar bandar. Masyarakat di luar bandar masih tidak menikmati pembangunan sebagaimana yang dinikmati oleh masyarakat di kota dan bandar. Kesannya, masyarakat di luar bandar terus ketinggalan dalam aspek menikmati kemudahan prasarana dan peluang-peluang tertentu. Oleh itu masyarakat luar bandar terus terbelakang. Dalam hal ini beliau mengkritik mengenai pembangunan bagi semua lapisan, iaitu masyarakat Melayu, orang asli dan perbumi.

Beliau tidak menentang pembangunan negara secara khususnya. Namun sebagai pengarang dan pemerhati beliau melihat dari aspek sebagai pengarang. Beliau melihat pembangunan negara telah mengancam kesejahteraan sebahagian masyarakat di luar bandar. Tidak dinafikan pembangunan yang dijalankan untuk rakyat tetapi pembangunan itu tidak bermakna jika mengorbankan kehidupan masyarakat. Hal ini sudah digambarkan dalam novel *PPM*, *TTD*, *Bahlut* dan *TTD*. Dalam novel-novel tersebut membangkitkan isu pembangunan negara menyebabkan masyarakat luar Bandar terpaksa atau dipaksa menyerahkan tanah mereka untuk menjayakan projek pembangunan negara seperti pembinaan lebuh raya, jalan raya, perumahan dan pembandaran. Beliau juga mengkritik pembiayaan atau projek berkenaan dimonopoli oleh syarikat warga asing dan melibatkan ahli-ahli politik yang menggunakan kuasa untuk mengambil tanah-tanah dengan rakus serta mudah. Misalnya dalam novel *PPM*, projek pembangunan yang akan dijalankan di kawasan pilihan raya Datuk Zuri. Hal ini dapat dianalisis dalam petikan di bawah:

Kita tidak menentang pembangunan. Kita mahukan pembangunan. Kita mahu melibatkan diri dengan pembangunan tetapi pembangunan tidak pernah bertanya kepada kita apa yang kita mahu. Pembangunan angkuh dan mahu kita mendengar laungan darinya sahaja. Kita mesti seimbang dalam semua perkara. Tolak ansur juga sesuatu yang seimbang (PPM, 2000).

Begitu juga dalam novel *TTD*, *Bahlut* dan *BANKL?* membongkarkan isu pembangunan. Pembangunan telah menyebabkan masyarakat luar bandar kehilangan tanah. Masyarakat luar bandar sangat mementingkan tanah apatah lagi tanah pusaka. Tanah adalah nyawa atau maruah yang tidak boleh dijual beli dengan sewenang-wenangnya. Namun apakan daya, kuasa politik dapat mengambil tanah mereka dengan paksaan atau kekerasan. Misalnya, dalam *Bahlut* dan *BANKL?* memperkatakan mengenai pengambilan tanah adat yang dimiliki oleh masyarakat orang asli dan peribumi. Sementara itu dalam *BANKL?*, membuat kritikan terhadap penerokaan hutan di kawasan penempatan suku kaum peribumi di Sarawak. Pihak kerajaan telah melakukan penebangan hutan bagi menjayakan projek pembangunan negara, iaitu pembinaan lebuh raya dan jalan raya. Kesan daripada penebangan hutan ini menyebabkan kehidupan masyarakat kaum peribumi di Sarawak telah terjejas. Mereka digambarkan kehilangan sumber pencarian, keselamatan dan kesihatan pula telah terjejas.

Faisal Tehrani turut memperkatakan mengenai perkahwinan dalam novel-novelnya. Institusi perkahwinan dan kekeluargaan menjadi perhatian dan kerap diperkatakan dalam novel-novel kajian. Faisal Tehrani memperkatakan mengenai sikap atau *trend* dalam kalangan golongan belia untuk memilih pasangan bukan warga tempatan atau kahwin campur. Permasalahan ini ditonjolkan dalam novel *PPM*, *TTD* dan *Bahlut*. Dalam novel *PPM* diperlihatkan watak Kasmariza sanggup mengecewakan Irfan kerana memilih Michener seorang lelaki warga Papua New Guinea sebagai suaminya. Namun begitu, perkahwinannya tidak berkekalan disebabkan sikap suaminya yang masih enggan berubah kepada ajaran Islam. Setelah berlaku perceraian, Kasmariza menghadapi masalah untuk menuntut hak penjagaan anak-anak daripada bekas suami bagi mengelakkan anak-anaknya dibesarkan dalam bukan agama Islam.

Faisal Tehrani merupakan pengarang menerima pendidikan agama Islam secara formal dari peringkat rendah sehingga peringkat tertinggi. Secara disadari atau tidak, pasti menyuguhkan kritikan berkaitan dengan nilai atau unsur agama dalam novel-novelnya. Jika ditelusuri, beberapa novelnya sarat dengan nilai-nilai agama Islam menerusi novel *PPM*, *Manikam Kalbu* dan *Bahlut*. Beliau didapati bukan setakat mahu menyampaikan unsur-unsur dakwah tetapi ingin menyampaikan suara kritikan mengenai amalan dan pegangan terhadap ajaran Islam. Dalam beberapa novel, didapati beliau ingin mengemukakan sindiran mengenai sikap pemimpin atau masyarakat kini yang telah melupakan perjuangan golongan agama dalam mencapai kemerdekaan negara dan amalan mengenai tuntutan agama. Dalam novel *PPM*, diperlihatkan bagaimana seseorang individu itu akan mendekatkan diri kepada Tuhan atau Allah SWT apabila berada dalam kesulitan dan menghadapi musibah. Mereka dilihat tidak ikhlas untuk berubah tetapi hanya berpura-pura untuk mengaburi mata orang lain. Keadaan inilah digambarkan dalam novel *PPM* melalui watak Datuk Zuri. Watak Datuk Zuri digambarkan telah insaf dan berubah menjadi individu yang baik setelah perbuatan jahatnya terdedah lalu mengambil keputusan mengerjakan haji.

Beliau turut membicarakan secara sinis dan terbuka mengenai masalah kurang pengetahuan dan pegangan agama menyebabkan berlakunya konflik dalam rumahtangga. Sehubungan itu, akan berlaku suami yang curang terhadap isteri walaupun isteri begitu setia dan patuh kepada suami serta agama. Novel *PPM* memperlihatkan masalah keluarga yang dihadapi oleh Datuk Zuri. Walaupun Datuk Zuri seorang politikus yang hebat, disegani dan dihormati kawan serta lawan tetapi menghadapi masalah keluarga yang serius. Datuk Zuri digambarkan mengamalkan hidup yang bertentangan dengan ajaran agama Islam. Antara

perbuatan yang tidak bermoral dilakukan oleh Datuk Zuri ialah memiliki perempuan simpanan, mengamalkan rasuah, melakukan pembunuhan, penganiayaan dan sanggup melakukan sebarang cara untuk kekal berkuasa. Sebenarnya, Datuk Zuri sudah memiliki seorang isteri yang setia, patuh dan menyayangnya tetapi diabaikan secara zahir dan batin. Kesannya, Datin Malini turut terpengaruh untuk melakukan perbuatan yang dilarang kerana berasa dianiayai, membalas dendam dan kecewa dengan sikap suaminya. Begitu juga dengan anaknya, Gunjai mengamalkan cara hidup bertentangan dengan ajaran agama. Watak Gunjai sebagai imej kepada anak-anak keluarga birokrat yang hidup dalam kemewahan tetapi kekurangan perhatian, kasih sayang dan agama daripada ibu bapanya. Tanpa pengetahuan Datuk Zuri dan ibunya, Gunjai hidup bebas dan terjebak dalam kegiatan seks bebas dan menjadi 'gigolo' kepada wanita-wanita yang kesunyian. Dalam novel ini, Faisal Tehrani seolah-olah ingin mengkritik masyarakat atau golongan birokrat yang sering terjebak dan melakukan amalan bertentangan dengan agama, arus pemodenan dan nilai-nilai tradisi masyarakat Melayu.

### 3.3 Kritikan Dalam Aspek Sosiopolitik

Novel-novel kajian menonjolkan perihal kepimpinan dan politik, iaitu watak ahli politik yang menjadi pemimpin kepada masyarakatnya. Pemimpin yang dimaksudkan ialah orang yang memimpin sesuatu kumpulan individu atau masyarakat menuju kepada satu matlamat yang tertentu (Che Abdullah Che Ya, 2016). Kritikan terhadap pemimpin dapat ditemukan dalam novel *PPM*, *TTD*, *Bahlut* dan *BANKL?*. Misalnya dalam novel *PPM*, ditampilkan watak-watak ahli politik yang berperanan sebagai wakil rakyat, iaitu Datuk Zuri dan Tan Sri Yadi. Watak-watak ini digambarkan sebagai pemimpin parti dan wakil masyarakat yang mementingkan diri, kuasa, pengaruh dan sanggup melakukan sebarang cara demi mencapai cita-citanya. Menerusi novel ini, Faisal Tehrani memperlihatkan bagaimana seorang pemimpin atau ahli politik yang sanggup melakukan pelbagai cara untuk mengekalkan kuasa dan menjatuhkan saingan dalam arena politiknya. Keadaan ini diperlihatkan melalui watak Datuk Zuri dan Tan Sri Yadi yang sanggup melakukan pelbagai muslihat serta cara untuk mengukuhkan kuasa dan kedudukannya daripada digugat oleh pesaingnya. Bagi mencapai cita-citanya, Datuk Zuri telah melakukan pelbagai cara untuk terus berkuasa seperti mengamalkan rasuah, menggunakan saluran akhbar dan menggunakan perempuan simpanannya, iaitu Jenny.

Sementara itu, dalam novel *TTD* pula memperlihatkan aspek yang sebaliknya. Dalam novel ini digambarkan seorang wakil rakyat yang tidak berupaya untuk menggunakan kuasa serta kedudukan bagi melindungi masyarakat di kawasan pilihan rayanya. Hal ini ditonjolkan melalui watak Datuk Ghaffar. Oleh sebab Datuk Ghaffar tidak mempunyai sikap yang bersungguh-sungguh untuk mempertahankan tanah-tanah penduduk kampung termasuk tanah milik Salsabila, pihak pemaju berjaya mengambil tanah-tanah tersebut untuk menjayakan projek pembangunan negara. Dalam *Bahlut* juga dipaparkan mengenai peranan pemimpin yang tidak menunaikan tanggungjawab mereka dengan benar dan telus. Dalam novel ini juga digambarkan, pemimpin masyarakat orang asli sendiri yang tidak bertanggungjawab dengan bersekongkol melakukan penyelewengan kuasa untuk kepentingan diri. Hal ini disampaikan melalui watak Batin Endau yang mementingkan diri, daripada menunaikan tanggungjawab untuk membela masyarakatnya yang menerima kesan akibat kegiatan pembalakan.

Sementara itu dalam novel *BANKL?*, turut mengetengahkan peranan pemimpin dan ahli politik yang menyebabkan masyarakat peribumi mengalami masalah akibat pengambilan tanah-tanah untuk menjayakan pembangunan negeri yang telah dirancang. Pemimpin dilihat menggunakan kuasa autonomi dan peruntukan undang-undang yang menyebabkan masyarakat peribumi terpaksa menyerahkan tanah serta meneroka kawasan hutan yang menjadi sumber kehidupan mereka. Selain itu, beliau membuat kritikan terhadap sikap pemimpin yang mementingkan masyarakat luar atau negara luar daripada masyarakat sendiri. Kritikan terhadap sikap pemimpin yang bertindak sedemikian dapat dianalisis dalam petikan di bawah:

“Ya, bersedekah dan berperhatian untuk Gaza akan ke syurga. Penan? Mereka orang natif, pagan, dan tidak penting sama sekali. Mungkinkah Tuhan tidak akan bertanya apa yang tidak kita lakukan untuk menjuarai nasib mereka?” Profesor Anyss menyetujui keluhan Mustaqim (BANKL?, hlm. 83).

Berdasarkan petikan di atas memperlihatkan rasa tidak puas hati Faisal Tehrani terhadap sikap pemimpin yang mengutamakan masyarakat luar dari masyarakat tempatan yang sebenarnya masih ramai memerlukan bantuan. Kritikan ini ditujukan kepada pemimpin yang begitu prihatin dengan masalah masyarakat lain kerana mempunyai agenda tertentu. Beliau secara berterus terang ingin menyedarkan masyarakat dan pemimpin supaya membantu masyarakat sendiri daripada masyarakat di luar negara.

#### 4. Kesimpulan

Secara keseluruhannya, Faisal Tehrani menyampaikan pelbagai isu dan permasalahan masyarakat dari isu yang dianggap kecil sehingga yang utama dalam serangkaian novelnya. Segala isu masyarakat dan negara seperti isu ekonomi, politik, keagamaan dan ekonomi dikupas dengan baik serta berkesan dengan kreativiti tersendiri. Isu-isu yang dipilih atau digarap ini merupakan fakta dan idea daripada persekitaran, pengalaman, pembacaan, pengkajian dan media-media massa. Sehubungan itu, novel-novelnya sarat dengan idea, fakta dan pemikiran yang berat lantas mendorong pembaca berfikir tentang apa yang ingin disampaikan. Beliau melakukan kritikan terhadap permasalahan-permasalahan tersebut sebagai manifestasi terhadap pengalaman, pemerhatian dan media massa yang kerap memaparkan pelbagai masalah sosial yang berlaku dalam semua lapisan masyarakat. Tidak dinafikan terdapat kritikan sosial yang sama atau hampir sama dalam novel-novelnya. Kritikan ini ada yang disampaikan secara terbuka, lantang dan berterus-terang dan ada yang secara tersirat. Keadaan ini membuktikan bahawa beliau seorang pengarang yang prihatin dan peka terhadap permasalahan-permasalahan yang berlaku dalam masyarakat.

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## **Cetakan Konvensional Dan Alternatif Sebagai Medium Komunikasi Visual Dalam Seni Tampak Malaysia**

**Mohd Fawazie Arshad, Mohammad Khizal Saat & Safrizal Shahir**

Pusat Pengajian Seni,  
Universiti Sains Malaysia

Email of corresponding author: fawazie@gmail.com

### **Abstrak**

Kajian ini bertujuan untuk menyelidik penggunaan kaedah seni cetakan konvensional dan alternatif pada masa kini yang berperanan sebagai medium komunikasi dalam menyampaikan sesuatu makna. Penggunaan media cetakan bukan sahaja terhad kepada medium ekspresif seni halus tetapi sebagai alat komunikasi dalam penyampaian sesuatu maklumat berbentuk visual. Dalam penulisan ini akan membincangkan secara ilmiah bagaimana aspek formalistik, teknik, dan interpretasi visual karya yang dihasilkan ini menjadi batu loncatan sebagai medium yang terbaik bagi menyebarkan informasi komunikasi berbentuk visual kepada masyarakat. Penekanan pengkajian terhadap kaedah penghasilan dalam karya seni yang dirujuk seperti seni cetakan konvensional karya Katak Hendak Menjadi Lembu – Juhari Said, Kerana manusia Kembali ke manusia – Rizo Leong, Akal Di Mata Badut – Samsudin Wahab, Dan Bab 1 Tan – Sabihis Apandi. Manakala karya alternatif pula, karya yang dirujuk adalah Buka Tanah II – Mohd Faizal Suhif, Making Sense Can Sometimes Get Out Of Hand -Shahrul Jamili, Face Off Grey – Izan Tahir Dan M.o.U=Monument of Urbanisation – Hazrul Mazran akan dibincangkan secara terperinci untuk menjawab kepada keberkesanan seni cetakan sebagai medium komunikasi. Penggunaan kaedah diskriptif digunapakai bagi menjelaskan bagaimana melalui pengolahan karya ini membentuk sesuatu maksud. Menerusi penulisan ini akan membentuk satu dapatan yang menjurus kepada peranan penggunaan media cetakan sebagai salah satu bentuk komunikasi menerusi visual yang menterjemah isu-isu semasa yang diolah dengan mengambil kira bahan atau medium cetakan sebagai bahan utama dalam berkarya.

**Kata kunci :** Seni cetakan, konvensional, alternatif, komunikasi dan seni tampak

### **Pengenalan**

Seni merupakan satu kemahiran dan kemampuan manusia dalam melakukan sesuatu dalam hubungannya dengan keupayaan untuk mencapai sesuatu tujuan. Selain itu seni juga adalah ekspresi manusia yang diterjemahkan dalam pelbagai bentuk karya seni sama ada berbentuk 2-dimensi ataupun 3-dimensi. Mengikut *Leo Tolstoy*, seni merupakan kegiatan sadar manusia untuk menyampaikan emosi atau suasana hati. Manakala menurut *Feldmen (1967)*, seni adalah alat komunikasi yang terbahagi kepada dua iaitu seni merupakan alat komunikasi ekspresi individu dan juga seni sebagai alat komunikasi ekspresi sosial.

Kajian ini dilakukan bagi menyelidik bagaimana dan peranan seni cetakan sebagai medium komunikasi kepada masyarakat pada masa kini. Pengkarya seni cetakan kini menjadikan isu-isu semasa seperti isu politik, provokasi, emosi peribadi serta hal berkaitan dengan pengalaman hidup sebagai idea dalam menghasilkan karya cetakan. Jika dilihat daripada sejarah kewujudan cetakan di dunia mengikut kajian yang dilakukan oleh Aminuddin T.H Siregar dalam catatannya menyatakan bahawa seni cetakan pada mulanya bukanlah dikategorikan sebagai karya seni tetapi diertikan sebagai medium komunikasi di mana kegunaan cetakan hanya untuk penyebaran maklumat dan penyalinan kitab-kitab keagamaan. Pendapat ini sebulat suara dengan kajian yang telah dibuat oleh Mohd Jamil Mat Isa (2008) yang menyatakan pada awalan dahulu seni cetakan belum dimasukkan dalam karya seni (*art form*) dan ia hanya sekadar media komunikasi sehinggalah pada abad ke 18 yang mana barat

mengiktiraf seni cetakan sebagai sebuah karya seni. Jika diikuti penemuan yang telah dijumpai oleh '*The Schoyen Collection – Manuscripts from around the world Spanning 500 years of human culture & civilisation*', menyatakan teknologi percetakan telah wujud sejak zaman Babylon lagi dengan penemuan '*Brick From The Tower Of Babel*' yang dijangka dihasilkan sekitar 604 – 562 BC. Penemuan cetakan menggunakan sejenis alat yang berbentuk silinder dicetak diatas kepingan tanah liat yang lembik bersaiz 33x33x9cm yang dikenali sebagai '*Cuneiform*' dan cetakan yang mempunyai 7 baris (*script blindprinted*) bersaiz 11 x15cm.



Gambar foto: Brick From The Tower of Babel 604-562 BC

Selain penemuan yang telah direkodkan oleh *The Schoyen Collection – Manuscripts from around the world Spanning 500 years of human culture & civilisation* terdapat juga kaedah cetakan yang sama telah dijumpai dalam masyarakat sumeria berdasarkan catatan S.W Hayter (1996) dan dalam masyarakat Assyrian Mesopotamian hasil kajian John Dawson (2003). Ketiga-tiga penemuan yang direkodkan ini mempunyai matlamat yang sama iaitu merekodkan segala maklumat berkaitan kehidupan seharian, keagamaan dan upacara ritual. Dengan kaedah cetakan ini mereka boleh menyebarkan dan mendokumentasikan segala maklumatutuk kegunaan pada masa mendatang.

Dengan perkembangan teknologi semasa, cina telah menemui satu kaedah hasil daripada inovasi mereka dengan menukar penghasilan cetakan ke atas tanah liat kepada cetakan ke atas kertas. Kaedah ini bersifat dua dimensi dan lebih mudah kegunaannya samada dari segi dokumentasi ataupun penyebaran kepada masyarakat. Mengikut Aminudin T.H Siregar (2011:101) cina telah menghasilkan cetakan atas kertas sekitar abad ke-5 dengan menghasilkan ornament tekstil dan kitab berisi doa sang Bhudda (ayat suci Bhudda) untuk disebarkan kepada masyarakat dengan menggunakan teknik cetakan kayu untuk membuat salinan tersebut. Kenyataan ini senada dengan catatan yang telah dikemukakan oleh Charles S. Terry (1963) yang menyatakan sejarah *Diamond Sutra* yang menggunakan teknik cetakan kayu sebagai sejarah kepada cetakan dunia. Pada ketika ini, cetakan belum lagi dimasukkan dalam kategori seni. Cetakan sekadar alat untuk menyebarkan maklumat dan juga ajaran agama budha.

### **Gambaran Seni Cetakan Malaysia**

Sejarah seni cetakan Malaysia hanya berlaku sekitar tahun 1940an di mana seni cetakan dibawa masuk dari Singapura melalui Akademi Nanyang. Pada masa ini, penggunaan cetakan potongan kayu digunakan dalam menghasilkan karya cetakan. Imej-imej pada masa ini banyak merakamkan tentang keindahan dan juga aktiviti masyarakat setempat. Senario landskap seni Malaysia mulai berubah pada era pluralis bermula sekitar 1990an. Menurut Mulyadi Mahmood (2001) era pluralis merupakan era perubahan kepada kepelbagaian stail, pendekatan dan makna yang lebih membawa maksud kepada memberi satu persepsi baharu dalam seni tradisi dengan memberi kebebasan bagi mengembangkan idea, penggunaan bahan





dan medium dalam menghasilkan karya seni. Daripada keterangan ini jelas bahawa seni cetakan telah melalui dua fasa iaitu pada mulanya sekitar 1940an seni cetakan lebih tertumpu pada kaedah konvensional dan selepas berlaku transformasi pada tahun 1990 kepada seni Malaysia, seni cetakan juga telah mendapat tempasnya di mana cetakan Alternatif telah bertapak secara rasminya dalam dunia seni cetakan Malaysia sehingga sekarang. Keadaan ini boleh dilihat dengan berlakunya beberapa pameran alternatif seperti *'Alternative Printmaking'* 1995, Pameran Okir (2007), *'Go Block'* 2009, Pameran Samudra (2009), Pameran PAIP (2010) dan Pameran *'Down of Extended Printmaking'* (2016).

Jika dilihat daripada kajian yang di buat melalui pengumpulan data karya seni cetakan daripada koleksi tetap Balai Seni Visual Negara mendapati seni cetakan pada sebelum berlakunya era pluralis, kebanyakan karya bersifat 2-dimensi yang mengamalkan seni cetakan konvensional yang terdiri daripada seni cetakan timbul, cetakan benam, cetakan sutera saring dan cetakan mono. Imej – imej yang digarapkan atau digunakan lebih tertumpu pada gambaran kehidupan seharian dan juga landskap negara. Selepas 1990 iaitu era pluralis, dengan menggunakan definisi cetakan iaitu 'pemindahan dari blok ke permukaan lain' pengkaryapengkarya telah menggunakan definisi ini sebagai tapak dalam kreativiti mereka melahirkan karya cetakan tanpa bergantung kepada permukaan kertas. Penggunaan subjek atau penghasilan karya pada ketika ini lebih mengutamakan idea yang hendak disampaikan kepada masyarakat. Sejajar dengan kata Feldman (1967), apa yang pengkarya lakukan (karya seni) adalah sebagai alat komunikasi sama ada komunikasi itu bertujuan ekspresi individu atau ekspresi sosial.

### **Kaedah Kajian**

Dalam kajian ini, penggunaan kaedah '*multi-method*' digunapakai dalam mendapatkan maklumat kajian seperti mana saranan Bill Gillham (2000) menyatakan "*Data accumulated by different methods but bearing on the same issue are part of what is called the multimethod approach.*". Pandangan hampir sama juga diutarakan oleh Carole Graf & Julian Malin (2004) "*...the case study attempts to present a complete picture, usually by the use of multiple research methods.*". Dalam kajian ini kaedah yang digunakan ialah temu bual, pemerhatian dan analisis dokumen dari katalog pameran, buku dan keratan akhbar.

Kajian ini akan mengkaji bagaimana seni cetakan konvensional dan alternatif diklasifikasikan sebagai sebuah seni cetakan yang berperanan sebagai alat komunikasi. Mengikut Barnes (2003), penghasilan seni telah melayari pelbagai tujuan dalam masyarakat termasuklah dalam upacara pengebumian, sebagai monumen, untuk mencipta tempat-tempat suci, untuk menunjukkan kekayaan, untuk pembelajaran dan juga berperanan sebagai memberi kesenangan kepada masyarakat dan hasil daripada itu wujudlah slogan 'seni untuk seni'. Mengikut Barnes lagi, Slogan 'seni untuk seni' tidak lagi boleh diguna pakai kerana beliau berpendapat dalam berkarya wujudnya elemen-elemen peniruan, ekspresif, komposisi, gaya seni, abstrak dan pelbagai lagi yang telah menolak slogan 'seni untuk seni'. Oleh itu Barnes telah menggariskan empat klasifikasi karya seni seperti berikut.





Kategori seni mengikut Barnes (2003)			
Peniruan (mimesis)	Imaginasi (Making Visible the Invisible)	Keindahan (Estetik)	Mengkomunikasikan Sesuatu Gagasan Atau Pemikiran
Untuk memperagakan sesebuah realiti atau merakamkan apa yang dilihat.	Untuk menunjukkan imaginasi dalam penghasilan karya	Untuk menunjukkan tentang kecantikan	Untuk mengetengahkan idea atau luahan perasaan pengkarya
			
Pemandangan alam / landskap	Imej yang bersifat surealisme/abstrak	Menunjukkan Keindahan sifat	Idea, konsep-konsep, bertujuan komunikasi, misalnya informasi, keagamaan, politik, ideologi

Rajah 1: Pecahan Kategori Seni Mengikut Pandangan Barnes.

### Perbincangan Seni

Dalam pengkajian ini lapan karya cetakan telah dipilih yang melibatkan lapan pelukis cetakan daripada pelbagai pameran cetakan untuk di analisa tentang tujuan penghasilan karya mereka dengan menggunakan garis panduan yang telah dikeluarkan oleh Barnes, 2003 (rajah 1). Daripada lapan karya cetakan yang telah dipilih, empat daripadanya adalah seni cetakan konvensional dan empat lagi adalah karya bersifat cetakan alternatif.

#### Perbincangan pertama: Karya Konvensional

	Artist	Nama karya	Karya	Klasifikasi Karya Mengikut Barnes (2003)			
				Peniruan	Imaginasi	Kecantikan	Komunikasi
1	Juhari Said	Katak Hendak Menjadi Lembu			/	/	/
2	Rizo Leong	Kerana manusia Kembali ke manusia			/	/	/
3	Samsudin Wahab	Akal Di Mata Badut			/	/	/
4	Sabihis Apandi	Bab 1 Tan			/	/	/

Rajah 2: Cetakan Konvensional





Berdasarkan rajah 2 di atas keempat-empat karya dia atas mengamalkan disiplin konvensional. Seperti kenyataan Syarifah Zubir (1982) cetakan Asli ialah proses penghasilan blok yang dilakukan sendiri oleh pengkarya seni cetakan. Manakala Carl Zigrosser (1968:73) menyatakan

*“the key to the method of making a print lies in the creation of a master design on a suitable medium, such as a wood block or copper plate, which can be ink and printed to produce a quantity of similar prints. It is a device to produce the “multiple image” – not one but many original”*

*(Carl Zigrosser,*

1968:73)  
Bagi karya pertama yang telah dihasilkan oleh Juhari Said dengan tajuk ‘Katak Hendak Menjadi Lembu(1997)’ menggunakan media cetakan kayu merupakan satu karya berbentuk sindiran kepada masyarakat kini berdasarkan apa yang beliau nyatakan dalam buku akal di mata pisau “Ini adalah satu perumpamaan yang barangkali bermaksud seekor kata kecil ingin menjadi lembu besar yang bertenaga dan diperlukan oleh manusia – samada untuk keperluan sebagai pekerja atau makanan”. Penulisan ini jelas ingin menyatakan kepada masyarakat sekarang yang bercita-cita tinggi tanpa memikirkan kemampuannya. Bagi karya yang kedua pula hasil Rizo Leong bertajuk ‘Kerana Manusia Kembali Ke Manusia (2016)’ juga menggunakan media cetakan kayu telah dipamerkan dalam pameran ‘Terap: Contemporary Malaysian Printmaking’. Dalam karya ini penggunaan komposisi dengan menggabungkan unsur organik (pokok, manusia, banjir) dan geometrik (jentolak, chainsaw) menunjukan karya ini sebuah karya protes terhadap kegiatan pembalakan yang berleluasa tanpa dikawal yang telah mengakibatkan kepada bencana kepada manusia dan negara. Manakala bagi karya ketiga yang dikaji ialah karya Samsudin Wahab bertajuk ‘Akal di Mata Badut (2008)’. Medium yang digunakan oleh samsudin wahab ialah ‘Polyfloor’ yang menceritakan tentang ketidakseriusan dalam melakukan sesuatu urusan. Pengkaya ini cuba menimbulkan provokasi terhadap sesetengah golongan yang tidak serius dalam melakukan sesuatu pekerjaan dan hanya mengambil sambil lewa dalam menyelesaikan sesuatu perkara. Untuk analisa terakhir karya konvensional ialah ‘Bab 1 Tan (2015)’ karya Sabihis menggunakan medium cetakan kayu keatas kertas menceritakan tentang karekter orang yang suka memburukan orang lain dengan membuat fitnah terhadap orang lain. Karya ini jelas menggambarkan provokasi terhadap golongan ini dengan menggambarkan karekter seorang lelaki bersama seekor khinzir yang diibaratkan pemfitnah seperti hidupnya sentiasa dihantui oleh dosa.

#### Perbincangan kedua: Karya Alternatif

	Artist	Nama karya	Karya	Klasifikasi Karya Mengikut Barnes (2003)			
				Peniruan	Imaginasi	Kecantikan	Komunikasi
1	Mohd Faizal Suhif	Buka Tanah II			/		/
2	Shahrul Jamili	Making Sense Can Sometimes Get Out Of Hand			/	/	/
3	Izan Tahir	Face Off Grey			/		/
4	Hazrul Mazran	M.o.U= Monument of Urbanisation			/		/

Rajah 3: Cetakan Alternatif

Karya pertama alternatif yang dihasilkan oleh Mohd Faizal Suhif bertajuk 'Buka Tanah II (2014)' merupakan hasil daripada kesan tekanan kanvas dari rekahan tanah yang dicampur dengan sentuhan warna menggunakan berus. Mesej yang ingin beliau ceritakan adalah tentang latar belakang dirinya yang berasal dari keluarga petani. Tanah juga merupakan simbolik kepada dirinya dimana berbicara tentang soal hati, keyakinan, ketaatan dan bagaimana setiap makhluk akan kembali kepada yang asal iaitu tanah. Karya kedua yang dihasilkan oleh Shahrul Jamili yang bertajuk 'Making Sense Can Sometimes Get Out Of Hand (2008)' menggunakan simen dan dituangkan dalam acuan yang berbentuk tangan menceritakan tentang sesuatu komunikasi atau arahan boleh dilakukan melalui isyarat tangan tanpa mengeluarkan suara. Bagi karya yang ketiga iaitu 'Face of Grey (2008)' karya Izan Tahir merupakan sebuah karya campuran *papeir mache*, cetakan timbul di atas *silver foil*. Mesej yang ingin disampaikan oleh beliau ialah 'topeng merupakan identitinya di mana telah berlaku satu fasa transisi idea beliau dalam seni cetakan dari menghasilkan seni cetakan secara tradisional kepada seni cetakan alternatif'. Dan yang terakhir bagi karya alternatif ialah karya Hazrul Mazran yang bertajuk 'M.o.U = Monument of Urbanisation (2013)' merupakan cetakan simen hasil daripada acuan yang dibentuk. Karya ini merupakan karya pemenang dalam bakat muda 2013 yang menceritakan tentang kerakusan sesetengah manusia telah membawa bencana kepada negara.

#### Perbincangan dan kesimpulan

Kesemua karya yang dikaji telah dihasilkan sekitar 1999 sehingga 2016 dimana karya-karya ini berlaku selepas era pluralis. Merujuk kepada karya-karya di atas, hasil daripada kajian yang dibuat termasuk sesi temu bual dengan pengkarya mereka menghasilkan karya berdasarkan sesuatu idea yang ingin disampaikan kepada masyarakat. Jika dilihat kepada karya Juhari Said, Rizo Liong, Samsudin Wahab, Sabihis Apandi dan Hazrul Mazran semuanya bersifat karya-karya bersifat komunikasi ekspresi individu seperti dikatakan oleh Feldmen (1967)

yang mana mereka meluahkan emosi ketidakpuasan hati mereka dalam bentuk karya dengan menggunakan simbol. Keadaan ini digambarkan dengan penggunaan subjek atau simbol-simbol yang digunakan dalam karya seperti penggunaan karikatur bagi menggambarkan seseorang, mesin atau teknologi dalam kerakusan, elemen manusia hidup dengan binatang dan juga teks.

Jika dilihat kepada *trend* seni cetakan di Malaysia ketika ini, pengkarya kini lebih menekankan kepada aspek komunikasi atau penghasilan karya melibatkan intelektual dan menggunakan kognitif dalam penghasilan karya berbanding menghasilkan karya yang bersifat peniruan (*mimesis*). Keadaan ini mungkin disebabkan pendapat Efland A.D (2002) dalam buku beliau 'Art and Cognition' menyatakan penghasilan karya melalui proses 'mimesis' dianggap rendah nilainya kerana kita hanya melihat kepada keindahan dan kecantikan sahaja berbanding dengan karya bersifat intelektual (elemen komunikasi) yang lebih mengajar masyarakat untuk berfikir dalam melihat sesebuah karya. Hal ini juga disebabkan pengkarya yang dikaji di atas merupakan pengkarya yang mendapat pendidikan secara khusus dalam bidang seni daripada institusi dalam dan luar negara yang lebih menekankan kepada penghasilan karya yang lebih bersifat intelektual berbanding penghasilan karya yang bersifat peniruan. Hal ini disebabkan bagi membezakan antara pelukis yang berintelektual dengan pembuat kraf dan produksi.

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# Evolusi Gatekeeping: Satu Kajian Konseptual Ke Atas Kewartawanan Atas Talian

Hemawathi Somasundharam & Rani Ann Balaraman

Penang, Malaysia

Email of corresponding author: hemasomasundharam@yahoo.com

## Abstrak

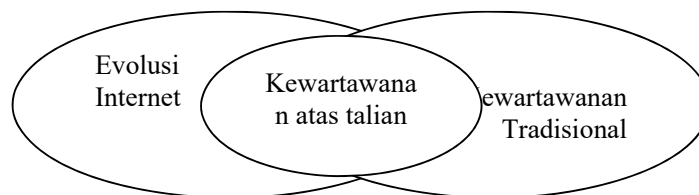
Kertas ini dirangka untuk meneliti evolusi gatekeeping dalam industri kewartawanan dengan adanya Internet. Gatekeeping didefinisikan sebagai '*regime of control*' kerana menentukan kandungan (apa) yang memasuki bilik berita dan disebarkan kepada sirkulasi. Bagaimanapun peralihan kewartawanan tradisional (televisyen, radio & bahan bercetak) kepada kewartawanan atas talian telah memberi ruang kepada pengguna media baru untuk melaporkan kejadian setempat menerusi ruangan media sosial. Fenomena ini mengundang perdebatan ke atas 'peranan dan kuasa' gatekeeping dalam kewartawanan atas talian kerana penyebaran maklumat melalui platform sosial tidak melalui proses gatekeeping sepertimana dijalankan oleh media tradisional. Ini kerana media tradisional mengkhususkan bidang tugas editor atau penyunting bagi mengawal pengaliran maklumat kepada awam. Namun begitu, hujahan sarjana seperti Livingstone & Benett (2003); Singer (2008) menyatakan kemajuan teknologi tidak menjejaskan sebarang proses gatekeeping ke atas maklumat yang disebarkan atas talian. Pernyataan ini membuktikan evolusi gatekeeping seiring dengan kemajuan yang dicapai dalam dunia kewartawanan dan kerelevanan proses gatekeeping dalam kewartawanan atas talian. Kajian ini mengetengahkan hujahan sarjana komunikasi dan melihat perbandingan antara model teori Gatekeeping (tradisional) dan *Network Gatekeeping Theory* (NGT) untuk meneliti evolusi gatekeeping.

**Kata Kunci :** Evolusi, Gatekeeping, Kewartawanan Atas Talian, Kewartawanan Warga, Internet

## 1.1 Pengenalan

Evolusi internet telah mencetuskan perkembangan dalam bidang kewartawanan tradisional. Menyokong pernyataan Bardoel, J & Deuze ,M (2001) berhujah bahawa Internet merupakan faktor utama perubahan yang dialami oleh kewartawanan. Realitinya, kemunculan kewartawanan atas talian (online journalism atau lebih dikenali network/digital journalism) adalah salah satu sumbangan utama internet kepada dunia kewartawanan (Singer 1998; Deuze 1999; Bardoel, J & Deuze,M 2001).

### Rajah 1.1.1 Pembentukan kewartawanan atas talian



Pertembungan antara evolusi internet dan kewartawanan tradisional telah membangkitkan perdebatan atas peranan editor sebagai '*gatekeeper*' memandangkan Internet memberi ruang kepada pengguna media atas talian untuk menyebarkan maklumat tanpa sekatan. Mengulas lanjut Roberts, C (2005) mengukuhkan pendirian dengan berkata,

*'internet has made it easier for anyone to publish on nearly any topic without the traditional gatekeeping of tradisional mass media.'* (Roberts, C, 2005, pp 2)

Perdebatan ini tercetus akibat keupayaan pengguna media atas talian dalam menentukan pendirian editorial dalam apa yang patut disalurkan dan tidak, berdasarkan apa yang pembaca (pengguna media atas talian selain pelapor) wajar baca dan pelaporan sebagaimana mungkin tidak dipedulikan kewujudan dalam ruang media atas talian (Singer, B, J 2014). Tanpa sedari keupayaan pengguna ini telah melahirkan golongan wartawan baru yang dikenali sebagai wartawan warga (Rosen 2006; Rhinesmith, C, Wolske, M, & Kehoe, A 2011).

Seterusnya, lain peranan *gatekeeper*, kerelevanan proses *gatekeeping* dalam kewartawanan atas talian turut mengundang perdebatan hangat dalam kalangan sarjana komunikasi. Ini kerana sebarang aktiviti kewartawanan warga tanpa proses *gatekeeping* media tradisional dianggap sebagai tindakan mencabar profesionalisme kewartawanan media tradisional.

Kewartawanan warga yang membawa maksud penglibatan orang awam dalam proses mengumpul, melaporkan dan menganalisis berita (Nguyen 2006; Atieno, O, M 2011) ini sering dikaitkan dengan *gatekeeping* kerana bimbang menyebarkan maklumat yang kurang penting dan tidak wajar diketahui oleh masyarakat umum.

Jadi satu perbandingan konseptual antara teori *gatekeeping* tradisional dan teori *network gatekeeping* yang dicadangkan oleh penggiat kajian komunikasi Barzilai-Nahon (2005) dijalankan dalam usaha menjawab persoalan apa itu *gatekeeping*? Dan bagaimana proses *gatekeeping* diadaptasikan dalam kewartawanan atas talian?

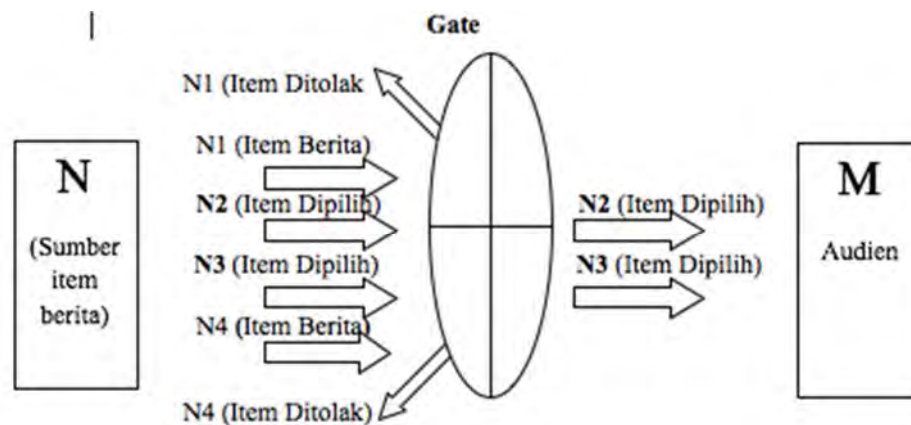
Kajian kualitatif yang menggunakan pendekatan analisis konteks ini dapat memberikan perspektif baru dalam aplikasi teori *gatekeeping* keatas kajian kewartawanan atas talian. Memetik kata Singer (1998); Channel (2010) teori *gatekeeping* sesuai digunakan dalam kajian yang melihat bagaimana proses pemilihan berita untuk media atas talian dijalankan terutamanya berdasarkan penentuan nilai berita.

Memberikan justifikasi, *gatekeeping* bukan sesuatu konsep baru dalam dunia kewartawanan dan telah muncul sejak tahun 1940-an. Kurt Lewin, sarjana psikologi berkata *gatekeeping* dirujuk sebagai informasi yang disalurkan melalui *gate* (tapis) dan *gatekeeper* pula membawa makna individu menentukan informasi yang patut melepasi *gate* (Lewin 1947; Channel 2010).

Meraz (2009) menyatakan teori *gatekeeping* relevan digunakan dalam kajian media. Hujahan ini diketengahkan memandangkan asas *gatekeeping* terdiri daripada aktiviti memilih, menulis, menyunting, susun atur, mengulang-balik dan diikuti oleh proses susun atur maklumat dalam bentuk berita. Lewis, Kaufhold & Lasorsa (2009) sepertimana dijalankan dalam proses pengedaran maklumat menerusi media atas talian.

Formula awal penggunaan teori *gatekeeping* yang dikesan pada tahun oleh David Manning White's menjadi perdebatan dalam kajian komunikasi kerana mempunyai pendirian tersendiri terhadap penggunaan teori ini. Namun, kajian kewartawanan yang melihat cabaran editor akhbar dalam dunia digital sesuai menggunakan teori ini untuk mendapatkan dapatan kajian yang memberi impak kepada kajian komunikasi (Lewis, Kaufhold & Lasorsa 2009).

**Rajah 1.1.2 Model teori *gatekeeping* tradisional**



Menghuraikan model yang dibangunkan oleh Lewin dalam rajah 1.2 menjelaskan proses pemilihan berita yang melepasi *gate* dan disebarkan kepada pembaca (audien). Mengulas semula model teori *gatekeeping* tradisional kesemua sumber item berita yang masuk *gate* diproses mengikut kepentingan berita kepada masyarakat awam dan organisasi berita. Maka hanya berita yang dipilih sahaja melepasi *gate* untuk diedarkan kepada audien (pembaca) manakala item berita yang tidak melepasi *gate* ditolak dan tidak disampaikan kepada masyarakat.

Pertimbangan komponen model *gatekeeping* tradisional bagi kajian media atas talian dilihat agak ketinggalan zaman kerana tidak dapat menandingi ciri-ciri media atas talian seperti model komunikasi *many to one* dan *many to many*. Selain itu media atas talian juga memberi peluang kepada pembaca berkongsi berita bersama pengikut mereka di laman sosial serta meluahkan pendapat di ruang komen atau menulis keterangan (*caption*).

Melihat perkembangan semasa dunia kewartawanan Barzilai-Nahon (2005) mencadangkan kerangka teori *gatekeeping* baru dan menamakannya sebagai *Network Gatekeeping Theory* (NGT) walaupun penggunaan teori tradisional masih kekal dalam kajian media.

## **1.2 Evolusi Teori Network Gatekeeping (NGT)**

Idea membangunkan *Network Gatekeeping Theory* diusahakan kerana kemajuan Internet telah mengubah identiti dan peranan gatekeeper (tradisional). Nyata, NGT membawa definisi baru kepada proses *gatekeeping* dan *gatekeeper* dengan pengadaptasian teori tradisional.

**Jadual 1.2.1 Perbezaan antara Teori Gatekeeping Tradisional dan NGT**

	<b>Gatekeeping</b>	<b>Network Gatekeeping Theory (NGT)</b>
<b>Proses gatekeeping</b>	Tumpuan utama kepada proses selektif	Pengawalan informasi termasuk selektif, penambahan selektif, (sekatan), papar, salur, membentuk, manipulasi, pengulangan, ketepatan masa, lokalisasi, integrasi, mengabaikan, penghapusan maklumat
<b>Fokus atas gatekeepers</b>	<i>Gatekeeper</i> individu	Tumpuan ke atas dua dimensi : autoriti dan fungsional. Setiap dimensi mempunyai tahap yang berbeza.
<b>Fokus atas mekanisme gatekeeping</b>	Mekanisme editorial	Sembilan kategori terdiri daripada mekanisme penyaluran, penapisan, pengantarabangsaan, kawalan, keberkesanan kos, tambah-nilai, infrastruktur, interaksi pengguna, editorial dan meta-peraturan.
<b>Hubungan</b>	Hubungan antara penghantar - penerima	Kekerapan interaksi antara <i>gated</i> dan <i>gatekeeper</i> .
<b>Informasi</b>	<ul style="list-style-type: none"> <li>Konsep sumber-memuaskan</li> <li>Proses penghasilan informasi hanya tertakluk kepada <i>gatekeepers</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Tiada keperluan hubungan antara sumber dan <i>gatekeeper-gated</i>.</li> <li><i>Gated</i> turut terlibat dalam proses penghasilan dan mencipta informasi.</li> </ul>
<b>Alternatif</b>	Tiada <i>gatekeeper</i> alternatif.	Kemungkinan wujud mekanisme <i>gatekeepers</i> dan <i>gatekeeping</i> .
<b>Kuasa</b>	<i>Gatekeeper</i> mempunyai kuasa, manakala <i>gated</i> tidak mempunyai sebarang kuasa.	Kuasa <i>gated</i> semakin meningkat. Sebaliknya, <i>gatekeepers</i> memiliki mekanisme lebuh kepada kuasa mengawal maklumat.
<b>Bilangan gatekeepers</b>	<i>One to a few</i>	<i>A few to many</i>
<b>Jenis gatekeepers</b>	<i>One to a few</i>	<i>A few to many</i>

Jadual diadaptasikan daripada Barzilai-Nahon (2008).

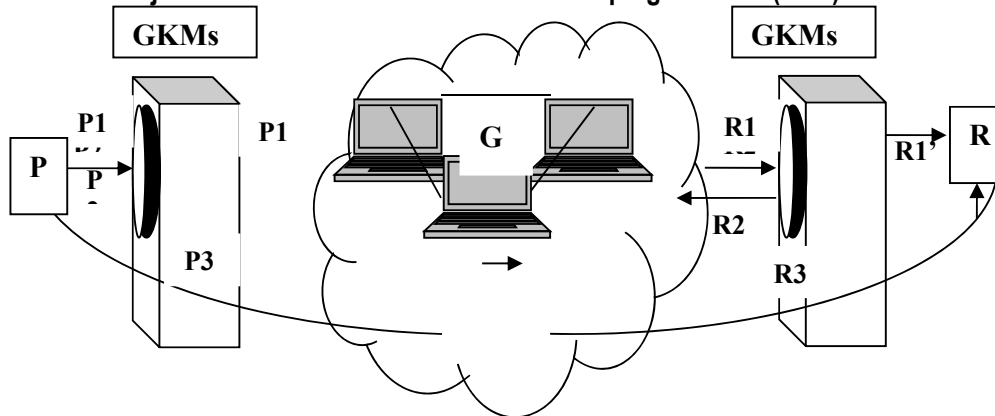
Merujuk jadual 1.2.1 perbezaan antara teori *gatekeeping* tradisional dan NGT menjelaskan proses *gatekeeping* tradisional hanya tertumpu kepada proses selektif (pemilihan) manakala NGT melibatkan 13 indikator dalam penapisan maklumat. Seterusnya, *gatekeeping* tradisional hanya melibatkan individu dan mengamalkan mekanisme editorial berbeza dengan NGT melibatkan dimensi autoriti dan fungsional serta menggunakan sembilan mekanisme yang menepati ciri-ciri media atas talian.

Kelebihan NGT adalah interaksi antara *gated* (kenalpasti subjek yang tertakluk kepada pantauan) dan *gatekeeper* (individu yang menjalankan penapisan maklumat) kerana teori *gatekeeping* tradisional limitasi hubungan antara penghantar dan penerima. Selain itu, NGT tidak melibatkan hubungan antara sumber dan *gatekeeper-gated* manakala *gatekeeping* tradisional

hanya berpandukan sumber memuaskan.

Jadual 1.2.1 turut menjelaskan teori *gatekeeping* tradisional tidak menggunakan *gatekeeper* alternatif, tidak memberikan sebarang kuasa kepada *gatekeeper* serta hanya menggunakan model komunikasi *one to a few* manakala NGT menggunakan konsep yang bertentangan dengan teori tradisional.

**Gambar rajah 1.2.2: Ilustrasi model Teori Gatekeeping Network (NGT)**



Berikut adalah kata kunci yang digunakan dalam gambar rajah 1.1 :

<b>P</b>	<i>Poster (Penghantar Maklumat)</i>
<b>P1</b>	Item maklumat yang cuba untuk menembusi jaringan
<b>P2</b>	Item maklumat yang cuba untuk menembusi jaringan dan ditolak melalui proses <i>gatekeeping</i>
<b>P3</b>	Item maklumat yang menembusi jaringan dengan memintas mekanisme pengawalan
<b>P1'</b>	Item maklumat yang menembusi jaringan dan berjaya melepasi proses <i>gatekeeping</i>

<b>R</b>	<i>Retriever (gated or user)</i> Pengguna atau pemuat turun maklumat daripada jaringan
<b>R1</b>	Item maklumat yang cuba untuk keluar dalam jaringan
<b>R2</b>	Item maklumat yang cuba keluar daripada jaringan dan dihalang untuk berbuat sedemikian melalui proses <i>gatekeeping</i>
<b>R3</b>	Item maklumat yang keluar menerusi jaringan dengan memintas mekanisme pengawalan
<b>R1'</b>	Item maklumat yang keluar menerusi jaringan dan melepasi proses <i>gatekeeping</i>

<b>G</b>	Gated
<b>GKM's</b>	Mekanisme <i>Gatekeeping</i> (Terdiri daripada satu mekanisme)

Gambar rajah 1.2.2 menunjukkan ilustrasi model teori *gatekeeping* bagi menjelaskan bagaimana penghantar maklumat (P) mengamalkan *gatekeeping* dalam kewartawanan atas talian dan memberikan gambaran bagaimana proses *gatekeeping many to many* berlaku atas talian. Gambar rajah 1.2.2 turut menerangkan fakta bahawa NGT tidak melibatkan hubungan antara sumber dan *gatekeeper-gated* kerana hubungan hanya berlaku antara *gatekeeper* dan *gated* dan tanpa penglibatan sumber.

Secara terperininya, eori ini dirangka semula dengan pengadaptasi teori *gatekeeping* atas 3 matlamat utama yang terdiri daripada faktor elak maklumat yang tidak diingini dari luar, elak maklumat yang tidak diingin keluar dari jaringan dan kawal informasi atas jaringan (talian). Justeru Barzilai-Nahon menggunakan istilah baru untuk menerangkan proses *gatekeeping* yang dijalankan dalam platform media atas talian.

Melihat perbandingan model teori *gatekeeping* tradisional dan NGT, model tradisional dibina mengikut proses *gatekeeping* yang sesuai digunakan atas media tradisional (televisyen, radio dan surat khabar. Ini kerana hanya editor media tradisional atau organisasi berita mempunyai kuasa untuk menjalankan proses *gatekeeping*.

Berbeza pula dengan NGT yang dicadangkan oleh Barzilai-Nahon (2004) menyenaraikan 13 indikator yang dapat tembusi model *gatekeeping* dengan kewujudan komunikasi atas talian. Antaranya, indikator **selektif** memberi pilihan kepada *gatekeeper* atas talian untuk memilih maklumat daripada sumber alternatif, kedua **penambahan** memberi ruang untuk menyelitkan fakta tambahan, diikuti oleh **sekatan** yang menyekat saluran maklumat, seterusnya indikator **papar** yang membenarkan pemaparan informasi dalam bentuk visual khas untuk menarik perhatian pembaca, kelima **salur** yang mana menyebarkan informasi menerusi saluran tertentu atas talian, **membentuk** pemberitahuan khusus tentang sesuatu informasi, diikuti oleh **manipulasi** yang berlaku apabila *gatekeeper* bertindak untuk memutarbelitkan informasi bagi tujuan penapisan maklumat atas talian, dan menggunakan **pengulangan** menyatakan atau mengetengahkan semula penulisan fakta.

Memandangkan media atas talian mempunyai kuasa menyebarkan maklumat dalam masa yang terdekat indikator **ketepatan masa** turut disenaraikan bagi memilih masa yang tepat bagi memulakan, melaksanakan atau menamatkan proses penghasilan informasi. Model NGT turut memberikan penekanan kepada **lokalisasi** iaitu proses penambahbaikan dan pengadaptasian informasi, barangan dan perkhidmatan supaya bersesuaian dengan faktor geografi dan ciri-ciri budaya sasaran audiens. Barzilai-Nahon (2004) turut menyenaraikan **integrasi** dalam pembentukan, penyelarasan atau pembentukan semula fakta, diikuti oleh **mengbaikan** maklumat dengan tidak memberi penumpuan kerana tidak penting kepada masyarakat dan akhirnya penghapusan maklumat yang digunakan untuk menyunting maklumat dengan menggunakan kaedah penyingkiran.

### 1.3 Rumusan

Kesimpulannya, 13 indikator oleh Barzilai-Nahon (2004) mengukuhkan hujahan bahawa kewartawanan atas talian mempraktikkan *gatekeeping* dalam proses pengedaran maklumat. Selain membuktikan kerelevanan teori *gatekeeping* dalam kewartawanan atas talian, model Barzilai-Nahon (2004) turut berupaya menjawab perdebatan sarjana yang menyatakan berlaku 'pengaliran maklumat tanpa kawalan' dalam kewartawanan atas talian. Jelas walaupun tidak menghadkan kuasa dan peranan *gatekeeping* kepada editor akhbar namun *gatekeeping* tetap dijalankan oleh pengantar maklumat dan proses penapisan berulang semula apabila pengguna mengakses semula maklumat atas talian (Rujuk gambar rajah 1.1). Kerelevanan teori *gatekeeping* terhadap kajian kewartawanan atas talian terbukti dengan pengadaptasian 13 indikator asas *gatekeeping* yang dicadangkan oleh Barzilai-Nahon (2004). Keadaan ini juga menyaksikan evolusi *gatekeeping* daripada menepati ciri-ciri pengaliran maklumat media tradisional sehingga media atas talian dengan menggunakan NGT.

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## **Masjid Sebagai Ruang Awam Komuniti Bandar: Satu Kajian Kes Di Bandar Raya George Town, Pulau Pinang**

**Mohd Abbas Bin Hj Md Rodzi, Norizan Md Noor & Sharifah Rohayah Sheikh Dawood.**

Bahagian Geografi, Pusat Pengajian Ilmu Kemanusiaan, Universiti Sains Malaysia, 11800  
Pulau Pinang, Malaysia

Email of corresponding author: amr\_8906@yahoo.com

### **Abstrak**

Ruang awam merupakan satu keperluan penting kepada komuniti di bandar. Kawasan bandar yang padat menyebabkan ruang awam semakin mengecil. Peningkatan jumlah populasi bandar menyebabkan keperluan ke atas ruang awam semakin tinggi. Kajian ini meninjau kesesuaian masjid sebagai ruang awam kepada komuniti bandar. Rumah ibadat seperti Masjid, Gereja, Kuil dan Tokong merupakan ruang awam. Masjid dipilih berdasarkan kepentingannya kepada masyarakat Islam dan bilangannya yang mencukupi bagi Bandaraya George Town. Objektif kajian ini ialah untuk melihat persepsi orang ramai terhadap kemudahan ruang awam, peranan masjid dan keselesaan kemudahannya. Kajian ini juga melihat kepentingan peranan masjid sebagai ruang awam dengan lebih jelas. Kaedah kajian yang dilakukan adalah lebih memfokuskan pada persoalan borang soal selidik. Seramai 100 orang responden dipilih dalam kajian ini. Data yang diperolehi dianalisis menggunakan perisian Statistical Packages for Social Science (SPSS) versi 20.0. Dapatan kajian merumuskan masjid merupakan ruang awam yang masih tidak digunakan secara optima dan ia berpotensi untuk dianggap sebagai ruang awam komuniti bandar.

**Kata Kunci:** Ruang Awam, Masjid, Kemudahan Awam, Peranan Ruang Awam,

### **Pengenalan**

Ruang awam adalah suatu tempat yang membolehkan semua orang mempunyai hak untuk datang tanpa disisihkan oleh kedudukan sosial dan ekonomi. Bagi memasuki ruang ini, setiap individu berhak memasukinya tanpa sebarang bayaran diperlukan. Individu yang memasuki ruang tersebut juga tidak akan dan tidak boleh didiskriminasi oleh orang lain. Contoh ruang awam adalah masjid, kompleks membeli belah, taman-taman rekreasi, tapak pasar malam dan lain-lain lagi. Ruang awam terbuka di dalam sesebuah bandar terbahagi kepada dua iaitu plaza dan jalan. Bagi negara Asia termasuklah Malaysia, ruang awam terbuka adalah kepada jalannya (Shuhana et. al., 2000). Perkara ini telah dimaklumkan oleh Jacobs (1993) yang menyatakan kehidupan sesebuah masyarakat tergambar melalui "kehidupan" dan budaya yang terdapat pada sesebuah jalan.

### **Tinjauan Literatur**

Merujuk buku "Public Space" Stephen Carr (1992) mendefinisikan ruang awam adalah "*public space as open, publicly accessible places, when people go for group or individual activities. While public space can take many forms and may assume various names such as plazas, malls, and playgrounds. They all shared common ingredient. Public spaces generally contain public amenities such as walk away, benches and water.*" Menurut Forrest and Paxson (1979) Mendefinisikan "*Public spaces play a signal role in the process of defining what have called the public and private of life. With changes over the years, the increasing size of cities, the privatization of life, and the filling up to public spaces form available for markets, play, and social intercourse, many of the grounds for public life have disappeared*". Manakala Glazzer and Lilla (1987) menefinisikan ruang awam "*Since world war two, there has been a proliferating of public space types to meet the needs of an increasingly stratified and specialized public life. Not only are public spaces proliferating under the demands of different subgroups in our society, but most*



*of these new spaces seem to be well used”.*

Di dalam sebuah masyarakat majmuk yang demokratik, reka bentuk bandar seharusnya dapat menjadikan persekitaran bandar sebagai tempat “kediaman” yang baik bagi semua penduduk (Ezrin, 1985). Maka, pembentukan ruang awam bandar perlu mengambil kira dua elemen asas iaitu jalan dan ruang terbuka (Rob Krier, 1979 dan Moughtin, 1992). Kepentingan jalan dapat dilihat berdasarkan kenyataan Lynch (1976) yang menyebut “*path*” (jalan) sebagai antara komponen yang dikenal pasti boleh membentuk imej sesebuah bandar. Terdapat empat aspek yang berjarak dalam ruang awam ini, ianya termasuklah aspek ekonomi, aspek budaya, aspek sejarah, dan aspek politik. Sesungguhnya, kesemua aspek ini merupakan suatu yang berkait rapat antara satu sama lain ia juga terdapat dalam kelas sosial atau kelas komuniti. Dari aspek ekonomi, ia melibatkan ruang peribadi ataupun ruang kerahsiaan dan ianya melibatkan penggunaan ruang awam. Misalnya kerjaya merupakan suatu yang bersifat peribadi dan ianya juga bersifat awam. Aspek budaya akan melibatkan pertembungan dan perkongsian budaya antara sesebuah komuniti itu dengan sesebuah komuniti lain dan mereka berkongsi hak milik bersama. Sebagai contoh, walaupun berbeza budaya namun, keperluan terhadap ruang awam adalah sama dan saling memerlukan.

### Metodologi

Bandaraya George Town, Pulau Pinang dipilih sebagai kawasan kajian. Pemilihan ini didorong oleh faktor dan kriteria tertentu seperti bandar tersebut merupakan tumpuan orang ramai berkunjung untuk menjalankan pelbagai aktiviti dan melakukan pekerjaan. Ianya lebih menfokuskan kepada keperluan orang ramai terhadap ruang awam yang sedia ada. Kawasan ini dipilih kerana sesuai dengan permasalahan yang ingin dikaji di mana masjid memainkan peranan sebagai ruang awam bandar.

Masjid dipilih sebagai tumpuan kajian adalah disebabkan oleh peranan dan fungsinya kepada komuniti Bandaraya George Town adalah signifikan dan menepati skop kajian ini. Selain itu masjid merupakan suatu institusi yang sangat penting kepada masyarakat Islam sekitar bandar ini dan juga kepada masyarakat luar (musafir).



**Rajah 1:** Pelan lokasi masjid.

Sumber: Jabatan Perangkaan Malaysia.

Kajian ini menggunakan kaedah kuantitatif dan kaedah kualitatif. Kaedah ini melibatkan persediaan pemungutan data melalui borang soal selidik. Dalam borang soal selidik ini, terdapat beberapa bahagian yang digunakan untuk mengklasifikasikannya mengikut maklumat yang

dikehendaki. Pemilihan sampel untuk kajian ini melibatkan komuniti setempat ( Georgetown ) yang mengunjungi masjid untuk tujuan tertentu. Setiap masjid akan dikelaskan bilangan sampel yang akan di soal selidik supaya ianya menepati objektif dan kesahihan kajian ini.

Tingkah laku manusia dalam kajian kuantitatif dianalisis secara 'saintifik' ( Johnston, 1989). Borang soal selidik mengandungi soalan tertutup dan soalan berbentuk skala likert telah diedarkan kepada 100 orang responden di kawasan kajian melalui kaedah persampelan bertujuan. Persampelan bertujuan merupakan salah satu jenis persampelan bukan kebarangkalian di mana penyelidik memilih sesuatu sampel dari satu populasi mengikut tujuan kajian (Sabitha Marican, 2005). Pengkelasan skala likert dalam borang soal selidik kajian ini pula dikelaskan kepada 5 iaitu, 1-sangat tidak setuju, 2-tidak setuju, 3-tidak pasti, 4-setuju dan 5-sangat setuju.

Selain data diperolehi melalui kaedah soal selidik, segala maklumat dan data berkaitan juga diperolehi daripada Jabatan Hal Ehwal Agama Islam Negeri Pulau Pinang (JHEAIPP), buku, kertas kerja, artikel, laporan, laman web dan kajian lepas.

Bahagian ini membincangkan hasil soal selidik ke atas 100 orang responden dalam kawasan kajian. Ciri-ciri dan profil responden yang dibincangkan termasuklah jantina, status pendidikan, status perkahwinan dan umur. Seterusnya proses perbincangan difokuskan kepada objektif kajian.

Data kajian yang diperolehi daripada responden telah diproses menggunakan perisian *Statistical Package for Social Science (SPSS)* versi 16.0. Seterusnya, kaedah statistik deskriptif digunakan untuk menganalisis pandangan responden dalam kajian ini.

#### **Dapatan Kajian dan Perbincangan.**

Jadual 1. Peratus Kepuasan Ruang Awam di George Town.

Item	Frekuensi	Peratus (%)
Sangat tidak setuju	10	10.0
Tidak setuju	48	48.0
Tidak pasti	15	15.0
Setuju	25	25.0
Sangat setuju	2	2.0
Jumlah	100	100.0

Sumber: Kajian Lapangan 2014.

Berdasarkan jadual 1 Seramai 27 peratus menyatakan dan mengakui bahawa ruang awam yang sedia ada memberi mereka kepuasan manakala 15 peratus tidak pasti dan 58 peratus tidak bersetuju. Ini menunjukkan kepuasan terhadap ruang awam di bandar tersebut adalah tidak memuaskan. Perkara ini mungkin disebabkan oleh pengurusan dan perancangan yang tidak berkesan daripada pihak berwajib.

Jadual 2. Peratus Keselamatan Ruang Awam.

Item	Frekuensi	Peratus (%)
Sangat tidak setuju	11	11.0
Tidak setuju	13	13.0
Tidak pasti	28	28.0
Setuju	39	39.0
Sangat setuju	9	9.0
Jumlah	100	100.0

Sumber: Kajian Lapangan 2014.

Berdasarkan jadual 2 seramai 48 peratus bersetuju manakala seramai 28 peratus tidak pasti dan seramai 24 peratus tidak bersetuju. Ini menunjukkan keselamatan kemudahan awam sedia ada berada pada tahap sederhana. Hal ini kerana, mungkin terdapat kerosakkan yang berlaku pada kemudahan awam yang tersedia.

Jadual 3. Peratus Keselesaan Tempat Rehat Masjid.

Item	Frekuensi	Peratus (%)
Sangat tidak setuju	3	3.0
Tidak setuju	2	2.0
Tidak pasti	13	13.0
Setuju	71	71.0
Sangat setuju	11	11.0
Jumlah	100	100.0

Sumber: Kajian Lapangan 2014.

Berdasarkan jadual 3 seramai 82 peratus bersetuju, manakala seramai 13 peratus tidak pasti dan tiga peratus tidak setuju. Ini menunjukkan kemudahan ini merupakan keperluan yang sangat tinggi dan keselesaan berada pada tahap sangat memuaskan. Hal ini kerana, selain melakukan ibadat orang ramai juga memerlukan tempat untuk berehat dan berinteraksi sesama ahli keluarga, kawan dan sebagainya.

Jadual 4. Peratus Keperluan Kemudahan Bilik Mandi dan Tandas Masjid.

Item	Frekuensi	Peratus (%)
Sangat tidak setuju	2	2.0
Tidak setuju	5	5.0
Tidak pasti	5	5.0
Setuju	54	54.0
Sangat setuju	34	34.0
Jumlah	100	100.0

Sumber: Kajian Lapangan 2014.

Berdasarkan jadual 4 seramai 88 peratus bersetuju, manakala lima peratus tidak pasti dan tujuh peratus tidak bersetuju. Ini menunjukkan kemudahan ini sangat diperlukan dan tahap

keselesaiannya berada pada tahap yang sangat memuaskan. Kemudahan ini membolehkan orang ramai menggunakannya sewaktu mengunjungi masjid pada waktu dan ketika tertentu.

### **Kesimpulan**

Pembangunan yang pesat di bandar telah menyebabkan berlakunya penyusutan ruang awam menjadi tidak seimbang. Keperluan awam lain seperti ruang parkir, taman permainan, taman rekreasi, hutan simpan dan sebagainya terpaksa dikorbankan. Penyusutan ruang ini menyebabkan perancangan bandar menjadi tidak lestari dan tidak selesa untuk didiami. Ruang awam alternatif merupakan salah satu usaha yang dapat mengatasi masalah ini. Kesesuaian masjid dijadikan ruang awam tidak dapat dipertikaikan lagi. Bilangan masjid yang banyak dan berdekatan antara satu dengan yang lain memudahkan lagi perancangan dilakukan. Justeru diharap kajian ini dapat memberi idea dan kesedaran kepada perancang bandar dalam membantu menjadikan bandar selesa didiami dan mapan.

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## **Inovasi Produk dalam Program Homestay: Kajian Kes di Homestay Kampung Desa Keda**

**Suhaida Herni Suffarruddin, Mastura Jaafar & Suraiyati Rahman**

Pusat Pengajian Perumahan, Bangunan dan Perancangan, Universiti Sains Malaysia

Email of corresponding author: [suhaidasuff@gmail.com](mailto:suhaidasuff@gmail.com)

### **Abstrak**

Inovasi merupakan salah satu komponen yang penting untuk meningkatkan kelebihan daya saing dalam persekitaran yang semakin berubah masa kini. Pasaran yang lebih baik memerlukan idea yang lebih kreatif dalam penghasilan sesuatu produk termasuklah dalam sektor pelancongan dengan penglibatan kawasan luar bandar. Program homestay merupakan salah satu inisiatif yang telah diperkenalkan dalam Rancangan Malaysia ke-9 dan menjadi salah satu tarikan pelancong yang dapat memberi pengalaman kehidupan luar bandar. Lantaran itu, kajian ini bertujuan untuk menerokai pelaksanaan inovasi produk yang telah dilaksanakan oleh Program Homestay Kampung Desa Keda yang merupakan salah satu program homestay di Utara Semenanjung Malaysia. Homestay ini dipilih berdasarkan jumlah kedatangan pelancong tertinggi iaitu seramai 52,621 orang pada tahun 2011 hingga 2016. Penemuan daripada kajian ini membincangkan berkaitan pelaksanaan inovasi produk yang terbahagi kepada penginapan, aktiviti budaya dan produk komuniti. Penemuan kajian ini menunjukkan inovasi produk adalah penting dalam pembangunan program homestay sebagai kelebihan dalam daya saing dalam menarik kedatangan pelancong.

Katakunci: Inovasi Produk, Program Homestay, Pelancongan Luar Bandar

### **1. Pengenalan**

Inovasi merupakan salah satu aspek yang semakin mendapat perhatian dengan menerokai peluang baharu untuk mewujudkan pengurusan yang lebih baik di samping membuat pembaharuan dan penambahbaikan pasaran (Schumpeter, 1934; Hjalager, 1994; Peter & Pikkemaat, 2005). Ianya berlaku apabila organisasi mempunyai pengetahuan dan berupaya untuk melaksanakannya dengan menawarkan sesuatu yang bernilai kepada pelanggan (Crompton, 2012). Hal ini secara tidak langsung telah melahirkan sebuah organisasi yang lebih berjaya melalui pencapaian prestasi dan peningkatan taraf hidup (Beregheh, et al., 2012). Lantaran itu, inovasi dilihat sebagai sesuatu yang penting dalam pembangunan industri termasuklah sektor pelancongan dengan memfokuskan kepada aspek kreativiti, penyelesaian masalah dan kaedah baru (Moscardo, 2008).

Dalam usaha membangunkan sektor pelancongan sekaligus meletakkan kedudukan Malaysia sebagai lokasi destinasi pelancongan yang terkemuka, kerjasama antara pelbagai sektor termasuk komuniti tempatan perlulah dipergiatkan. Oleh itu, pelancongan luar bandar turut berperanan dalam menarik para pelancong menikmati keindahan alam semula jadi, kemeriahan adat resam dan budaya tempatan (Mapjabil & Ismail, 2015). Tambahan lagi, inisiatif untuk meningkatkan tahap pendapatan dan mengurangkan jurang kemiskinan di kalangan komuniti luar bandar telah dikenalpasti sebagai salah satu agenda utama dalam Rancangan Malaysia ke-9 (EPU, 2015). Lantaran itu, bagi menangani masalah ketidakseimbangan pendapatan, program homestay diperkenalkan bertujuan untuk mencipta pelbagai aktiviti ekonomi baharu (Kasim et al., 2016) yang berpotensi untuk berkembang dan membangunkan sosioekonomi.

Program homestay menawarkan pengalaman yang menarik termasuklah aktiviti rekreasi, budaya, pendidikan, dan interaksi social. Hal ini bergantung kepada peranan penyelarar program homestay dalam memainkan peranan untuk memastikan pengalaman itu dapat dirasai secara berterusan oleh pelancong lain pada masa akan datang. Penglibatan penyelarar, pengusaha dan komuniti dalam sesebuah kampung akan memberi impak yang besar kepada kejayaan program homestay tersebut (Pusiran & Xiao, 2013). Oleh itu, keupayaan pihak pengusaha termasuk bahagian pengurusan dalam melakukan penambahbaikan secara berterusan adalah perlu bagi memenuhi permintaan dan kepuasan pelancong (Hussin & Kunjuraman, 2014).

Namun, masih terdapat juga pengusaha yang tidak melakukan penambahbaikan terhadap kualiti perkhidmatan produk yang ditawarkan hingga menyebabkan kemerosotan minat para pelancong terhadap program homestay ini (Hussin & Kunjuraman, 2014). Selain itu, ianya juga disebabkan oleh peserta yang kurang pengalaman dalam pengurusan serta kemahiran dan pengetahuan yang masih lagi terhad (Kayat & Nor, 2006) termasuklah kurangnya pendedahan terhadap ilmu berkaitan inovasi pelancongan (Sakdiyakorn & Sivarak, 2016). Ini telah menyebabkan terdapat beberapa pengusaha menarik diri daripada menjadi pengusaha program homestay berikutan kekurangan kedatangan pelancong sekaligus menjejaskan pendapatan mereka (Kasim et al., 2016).

Oleh itu, aspek inovasi terhadap produk pelancongan homestay perlu dikaji dengan lebih terperinci. Walaupun kajian berkaitan program homestay telah banyak dilakukan, tetapi kajian yang memfokuskan kepada peranan inovasi adalah masih lagi terhad (Razzaq, et al., 2011) kerana kebanyakan kajian membincangkan faktor lain seperti kesan penglibatan komuniti (Pusiran & Xiao, 2013; Ismail et al., 2016) dan faktor motivasi terhadap pengusaha (Ahmad et al., 2014; Mohd Salleh et al., 2014). Sejajar dengan permasalahan tersebut, kajian ini bertujuan untuk menerokai inovasi yang telah dilakukan terhadap produk yang ditawarkan kepada pelancong oleh program homestay di Utara Semenanjung Malaysia.

## **2. Sorotan Literatur**

### *Konsep Inovasi*

Konsep asal inovasi telah diperkenalkan oleh Schumpeter (1934), yang mentakrifkan inovasi sebagai ciptaan produk baharu atau penambahbaikan kepada produk sedia ada dengan menggunakan kaedah baharu dan pasaran baharu untuk pembangunan organisasi. Beberapa sarjana juga bersetuju dengan definisi ini dan menyatakan bahawa inovasi adalah penghasilan sesuatu yang baharu untuk meningkatkan keupayaan produk (Drucker, 1985; Tidd et al., 2005). Perlaksanaan inovasi ini boleh dilakukan dengan membuat penambahbaikan terhadap produk sedia ada atau menggunakan kaedah baharu (Kuratko & Hodgetts, 2004). Ini menunjukkan inovasi bukan sahaja merujuk kepada penciptaan atau penambahbaikan produk baharu malah melibatkan kaedah atau cara-cara baharu untuk penghasilan produk tersebut.

Definisi ini telah diperkembangkan lagi melalui OECD (2005) dan Brem & Voigt (2009) yang melihat inovasi sebagai pelaksanaan ketara untuk meningkatkan kualiti produk dan perkhidmatan, kaedah penghasilan produk, kaedah pemasaran, pengurusan struktur organisasi dan sistem pentadbiran dalam organisasi. Tambahan lagi, ramai penyelidik telah memperluaskan konsep inovasi dengan merujuk kepada jenis-jenis inovasi (Saunila, et al., 2014). Sebagai contoh, terdapat penyelidik yang membahagikan inovasi kepada empat jenis inovasi termasuk produk, proses, pemasaran dan organisasi bagi menentukan daya inovasi keseluruhan organisasi (OECD, 2005; Gunday, et al., 2011; Hassan et al, 2013; Boachie-Mensah & Aquah, 2015). Sebaliknya, terdapat juga beberapa penyelidik menggunakan inovasi tunggal dalam kajian mereka, seperti inovasi produk (Espallardo & Ballester, 2009; Zhang &

Duan, 2010) inovasi proses (Abrunhosa & Moura E'sa, 2008) dan inovasi organisasi (Dadfar, et al., 2013; Camison & Villar-Lopez, 2014). Oleh itu, kajian ini hanya memfokuskan kepada inovasi produk bagi mendapatkan maklumat secara lebih mendalam dan terperinci.

### *Inovasi Produk*

Inovasi produk boleh ditakrifkan sebagai sesuatu produk atau perkhidmatan yang telah ditransformasikan menggunakan idea-idea baharu dan menjalani penambahbaikan terhadap spesifikasi tertentu (OECD, 2005). Selain itu, inovasi produk juga merujuk kepada penghasilan sesuatu produk dan perkhidmatan yang baharu, asli, serta mempunyai keunikan untuk dikomersialkan kepada pihak tertentu (Hjalager, 2010). Produk ini perlulah kelihatan lebih menarik kepada pengguna (Boachie-Mensah & Acquah, 2015) agar dapat menyumbang kepada pertumbuhan pasaran (Hassan et al, 2013).

Kajian dalam sektor pelancongan menunjukkan inovasi produk adalah melibatkan penghasilan produk pelancongan baharu atau aktiviti yang telah dirancang kepada para pelancong (Aldebert et al., 2011). Begitu juga dengan kajian Sakdiyakorn & Sivarak (2016) yang melihat inisiatif dalam pembaharuan produk menjadi satu keperluan dalam menyokong matlamat pelancongan komuniti terutamanya melibatkan pelancongan warisan budaya. Manakala inovasi produk dalam program homestay pula termasuklah daya tarikan seperti alam semula jadi, sejarah, seni dan kraftangan, aktiviti budaya, makanan tradisional, dan aktiviti pertanian (Ibrahim & Razzaq, 2009) yang merupakan tarikan utama pelancong (Razzaq et. al, 2011).

### *Perkembangan Program Homestay*

Program homestay telah bermula pada sekitar tahun 1970 an di Europe yang dikenali sebagai satu konsep percutian (Mapjabil & Ismail, 2012). Di negara barat, terma homestay ini digunakan sebagai penginapan pelajar antarabangsa sebagai contoh di Australia, di mana pelajar akan tinggal bersama keluarga angkat sehingga tamat pengajian agar dapat mempelajari budaya tempatan (Richardson, 2003). Manakala di United Kingdom dan New Zealand pula konsep homestay merujuk kepada pengurusan tempat tidur dan sarapan sahaja yang lebih dikenali sebagai “*bed and breakfast*” dan tidak melibatkan sebarang aktiviti kebudayaan (Pusiran & Xiao, 2013).

Di Malaysia, program homestay ini diperkenalkan secara rasminya pada tahun 1995 di Desa Murni, Kerdau, Temerloh, Pahang. Program homestay merupakan satu produk pelancongan unik yang membolehkan pelancong merasai pengalaman kehidupan dan budaya yang berbeza (Ahmad et al., 2014). Konsep homestay yang juga disebut sebagai inap desa (Ahmad et al., 2011; Hussin & kunjuran, 2014) adalah merujuk kepada pengalaman pelancong tinggal bersama keluarga yang dipilih, berinteraksi dan menimba pengalaman kehidupan seharian keluarga homestay dan juga mempelajari budaya komuniti luar bandar di Malaysia (Kementerian Pelancongan dan Kebudayaan, 2014).

Program ini menyediakan pengalaman melalui kepelbagaian etnik kehidupan keluarga angkat yang dapat dirasai oleh pelancong (Bhuiyan *et al.*, 2012) melalui aktiviti yang berbeza mengikut budaya, ekonomi serta lokasi (Keling & Entebang, 2013). Secara umumnya, ciri-ciri dan aktiviti yang lazimnya dilakukan dalam program ini adalah seperti Jadual 1.

**Jadual 1: Aktiviti Lazim untuk Tetamu Program Homestay**

<b><u>Budaya dan Cara Hidup</u></b> <ul style="list-style-type: none"> <li>• Sejarah</li> <li>• Tarian, lagu dan makanan tradisional</li> <li>• Permainan dan sukan rakyat</li> <li>• Budaya: perkahwinan, acara keramaian, kenduri.</li> </ul>	<b><u>Kegiatan Ekonomi</u></b> <ul style="list-style-type: none"> <li>• Menoreh getah</li> <li>• Penternakan ikan</li> <li>• Pertanian: koko, padi, buah-buahan, kelapa sawit</li> </ul>
<b><u>Keseronokan (Leisure)</u></b> <ul style="list-style-type: none"> <li>• Menikmati pemandangan &amp; panorama</li> <li>• Merentas hutan</li> <li>• Berakit di Sungai</li> <li>• Melawat tarikan berdekatan</li> </ul>	<b><u>Pemuliharaan Alam Sekitar</u></b> Program Plant a Tree (PAT): Setiap pelancong digalakkan untuk menanam sebatang pokok di homestay yang dilawati untuk menyumbang pemuliharaan alam sekitar di samping mengindahkan lanskap homestay yang dikunjungi

Sumber: Ahmad et al. (2011)

Pada mulanya, program ini hanya disertai oleh beberapa buah kampung yang terpilih dan dilaksanakan secara kecil-kecilan. Setelah program ini memperlihatkan kejayaan dalam menjana pendapatan komuniti tempatan, program ini telah mendorong penglibatan yang lebih ramai lagi. Kini terdapat 193 buah program homestay di seluruh negeri yang berdaftar dengan Kementerian Pelancongan dan Kebudayaan dimana setiap negeri mempunyai bilangan kampung yang terlibat dengan jumlah pengusaha dan bilik yang tertentu. Data terkini yang diperolehi daripada Kementerian Pelancongan dan Kebudayaan menunjukkan pada tahun 2016, bilangan kampung yang terlibat adalah sebanyak 341 buah kampung manakala jumlah pengusaha adalah seramai 3,800 orang dengan melibatkan 5,354 buah bilik. Ini menunjukkan penglibatan komuniti luar bandar terhadap program homestay ini amat menggalakkan.

### 3. Metodologi

Kajian ini menggunakan pendekatan kualitatif dengan mengkaji permasalahan sesebuah kumpulan secara individu bagi mewakili masalah sosial (Creswell, 2007). Kajian ini memerlukan pengkaji berada dalam situasi responden agar dapat melihat sendiri keadaan sebenar isu kajian, memperolehi data yang mewakili pandangan komuniti merangkumi persekitaran yang dimiliki oleh responden serta terdapat bukti yang banyak terutamanya melibatkan kajian kes (Yin, 2011). Kaedah ini dapat membantu penyelidik mendapatkan informasi yang lengkap tentang sesuatu fenomena dengan menyiasat kehidupan sebenar untuk memahami sesuatu isu yang terlibat. Seajar dengan cadangan pengkaji lepas yang menyatakan bahawa kajian kes amat sesuai digunakan kerana ianya berupaya untuk menjawab persoalan bagaimana dan mengapa inovasi berlaku (Sakdiyakorn & Sivarak, 2016) terutamanya dalam program homestay (Hashim et al., 2015).

Program homestay yang berdaftar di negeri Kedah adalah sebanyak 16 buah melibatkan 22 buah kampung dan 345 orang pengusaha. Program homestay yang menerima kedatangan pelancong paling tinggi adalah Homestay Kampung Desa Keda dengan jumlah pelancong seramai 52,621 orang pada tahun 2011 hingga 2016. Ini menunjukkan hampir 50 peratus kedatangan pelancong yang terlibat dengan program homestay di Negeri Kedah adalah dipelopori oleh Homestay Kampung Desa Keda. Oleh itu, Homestay kampung Desa Keda telah dipilih sebagai lokasi kajian dengan mengadakan temu bual terhadap penyelaras homestay tersebut. Temu bual dan lawatan telah dijalankan selama 3 jam pada bulan Oktober



2017 untuk menerokai secara mendalam inovasi produk yang telah dilaksanakan sepanjang penubuhan program homestay tersebut.

#### 4. Penemuan Kajian

##### *Latar Belakang Homestay*

Homestay Kampung Desa Keda telah didaftarkan dengan Kementerian Pelancongan dan Kebudayaan pada tahun 1999. Program homestay ini mempunyai sebanyak 42 buah rumah dengan bilangan bilik iaitu 123 buah di bawah satu kampung yang terlibat sahaja iaitu Kampung Desa Keda. Program homestay yang terletak di Ulu Legong, Baling ini diselia oleh seorang penyelaras. Homestay ini terletak di lokasi ekopelancongan yang mampu menarik kedatangan pelancong yang lebih ramai. Oleh itu, pelbagai jenis inovasi produk yang telah dijalankan bagi tujuan mempromosikan homestay ini sekaligus meningkatkan kedatangan pelancong.

##### *Inovasi produk*

Inovasi produk yang dijalankan dalam program homestay ini boleh diklasifikasikan kepada tiga kategori iaitu berbentuk penginapan, lawatan serta aktiviti budaya dan pengeluaran produk. Keupayaan untuk melaksanakan penambahbaikan dan pembaharuan ke atas program homestay ini telah diterangkan secara mendalam melalui temu bual yang dijalankan bersama penyelaras program homestay tersebut.

Bagi produk penginapan, perkembangan program homestay dapat dilihat dengan pertambahan bilangan pengusaha yang terlibat dalam penyediaan bilik kepada pelancong. Kini, bilangan pengusaha telah meningkat kepada 42 orang berbanding pada awal penubuhan program homestay ini iaitu hanya seramai 26 orang pengusaha sahaja. Pertambahan ini telah menunjukkan minat komuniti tempatan untuk menyertai program homestay ini. Selain itu, penginapan yang disediakan juga telah melalui proses penambahbaikan daripada segi kekemasan bilik dan penyediaan kemudahan agar dapat memberikan keselesaan kepada pelancong yang datang bermalam di rumah keluarga angkat tersebut. Ini telah diakui oleh penyelaras dengan menyatakan bahawa:

*“Semua pengusaha homestay telah pergi kursus-kursus yang dihantar oleh KEDA dengan pihak pelancongan seperti cara menyusun cadar bilik, penyediaan makanan, menyambut tetamu dan kami nampak hospitaliti telah bertambah”.*

*“Hampir 80 peratus penginapan yang disediakan juga adalah berhawa dingin bagi memenuhi permintaan pelancong domestik. Hanya 20 peratus sahaja tiada hawa dingin untuk pelancong yang tidak perlu seperti orang tua dan pelancong luar negara”.*

Inovasi juga dilakukan terhadap aktiviti dan lawatan yang disediakan bagi menarik minat pelancong melalui pengalaman kehidupan komuniti tempatan yang mempunyai kepelbagaian jenis dan budaya. Pada awalnya, aktiviti yang dijalankan adalah berbentuk kebudayaan yang diwarisi oleh komuniti setempat. Namun, atas permintaan pelancong masa kini, aktiviti tersebut telah dibuat pembaharuan agar selari dengan kehendak pelancong yang lebih menggemari aktiviti terkini dan mengikut peredaran zaman. Penyelaras juga menjelaskan bahawa:

*“Pada mula-mula dulu, aktiviti kebudayaan yang ada seperti produk orang asli iaitu suku kaum yang ada di Asia, untuk acara sewang orang asli, tarian kanak-kanak, gendang silat, dikir seloka. Tapi menjelang tahun 2006, orang*

*lebih minat kepada karaoke, jadi kami menyediakan karaoke tapi lagu tradisional seperti lagu dondang sayang.”*

*“Bagi permainan tradisional pula, mula-mula dulu ada aktiviti tarik upih, gasing, tapi sekarang kami buat aktiviti berbasikal ke ladang kelulut, kolam udang galah, kami ada 34 buah basikal atas Projek Desa Lestari. Kami ada aktiviti river tracking, hiking Gunung Ganu dengan kerjasama Pejabat Hutan.”*

Selain itu, program homestay ini juga menawarkan kepelbagaian produk yang dikeluarkan oleh komuniti setempat seperti makanan tradisional untuk dirasai oleh pelancong yang datang. Produk ini juga telah menjalani pembaharuan dan penambahbaikan daripada semasa ke semasa dengan mempelbagaikan jenis produk agar dapat dipasarkan secara lebih meluas lagi. Penyelaras menjelaskan perkara tersebut dengan menyatakan bahawa;

*“Dulu kuih-kuih tradisional kami ada bahulu, kerepek. Sekarang kami buat pembaharuan dengan memperkenalkan madu kelulut, kopi dan produk kecantikan. Produk-produk ini telah dikormesialkan ke dalam pasaran sampai ke luar negara. Produk ni tiada di pasaraya tapi kami sertai karnival di peringkat negeri dan kebangsaan di samping mempromosikan program homestay ini.”*

## **5. Kesimpulan**

Secara keseluruhan, program Homestay Kampung Desa Keda dilihat sentiasa melakukan pembaharuan dan penambahbaikan bagi memenuhi kehendak pelancong. Hal ini kerana inovasi produk yang dilakukan oleh program homestay ini dan keupayaan untuk menerima sebarang perubahan budaya merupakan perkara penting dalam membangunkan pasaran. Selain itu, sumber semula jadi yang ada di kampung ini juga memberi peluang kepada penyelaras dalam memaksimumkan aktiviti yang berpotensi sebagai produk inovatif untuk dipromosikan kepada para pelancong sekaligus dapat meningkatkan kedatangan pelancong. Tambahan lagi, program homestay ini mempunyai potensi yang baik untuk lebih berkembang susulan daripada perancangan dan kepelbagaian idea-idea kreatif untuk memajukan program homestay ini. Oleh itu, idea program homestay ini boleh dijadikan contoh kepada program homestay yang lain di Malaysia agar lebih kreatif dalam melaksanakan inovasi produk untuk menarik kedatangan pelancong ke program homestay tersebut. Ini kerana kejayaan sesebuah program homestay adalah bergantung kepada sejauh mana produk yang ditawarkan dapat menarik minat para pelancong untuk menyertai program homestay.

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### **Psychological Depression Factor and Productivity of Indonesia Construction Workers in Malaysia**

**Alonge O. Richard<sup>a</sup>, Ellys Juwita Purba<sup>b</sup> & Adebayo Adesina Dauda<sup>a</sup>**

<sup>a</sup>School of Housing Building and Planning Universiti Sains Malaysia, 11800 Penang, Malaysia.

<sup>b</sup>School of Education Studies, Universiti Sains Malaysia, 11800 Penang, Malaysia

#### **Abstract**

Several past research studies which are community based and some important care populations declared that depression has some consequences which are job loss, reduction of job performance and productivity, loss of life and possessions. Construction work is one out of the many job described as 3D, that's dangerous, dirty and demeaning. Malaysian construction jobs are dominated by migrant workers, which includes Indonesian migrants as well. The main aim of this study is to determine the correlates and the prevalence of depression among Indonesia migrant construction workers in Penang, Malaysia and their influence on their productivity citing construction sites in Penang state. Their level of depression was assessed using BDI (Beck depression Inventory) measurement tool. The study was conducted using a survey with semi-structured questionnaire distributed to 250 numbers of Indonesian construction workers from about 20 different construction sites in Penang, Malaysia. Using SPSS description, frequency, regression and correlation analysis, the result shows that 43% of the construction workers are having mild depression, those with moderate depression are 36% and those with severe depression are 18%. This has an adverse effect on their productivity on site and their punctuality at work(Absenteeism). There is a strong statistical significance between their depression level and their productivity at work. This result will help all Site/Construction managers to be aware of construction workers' health and ability, hence less dangerous, dirty and demeaning task. It is suggested that more research can be conducted on their resilience and ability in the near future.

**Keywords:** Depression factor, Construction workers, productivity.

#### **Introduction**

Construction work connected stress can instigate damage to employees' psychological health condition and this in turn affects project performance but the harmful effect on the productivity of construction workers in Penang Malaysia have not received adequate attention in that academic research circle hence this research study.

Generally, construction workers are frequently subjected to high level stress that is linked to the work load on site (Love et al. 2010). This actually result to psychological health- impairment or disorders (Millon et al.,2004). Psychological depression or disorder is explained as a series of clinically significant syndromes or behavior in an individual facing distress or disability with an outstanding rise of danger of death, disability, pain or lack of freedom which is now acknowledge generally as the frequent challenges affecting at least 25% of the working population, (Sørensen and Munk-Joergensen 2011).

Psychological depression has significant effect on the productivity of workers and work performance on construction work site and as well lead to high cost of overhead in the work place (Millon et al.,2004; Dewa et al. 2012). As established in the literature, mental health challenges are considered the second largest class of occupational ill health after musculo skeletal problems and it is the main causal factor of increased sickness and disability (Hunsley et al. 2014). In most cases,depression, anxiety, bipolar disorders are commonly linked with significant symptom sternness and role diminishing (Kessler et al. 2005). For example, a victim of psychological

depression can have cognitive impairment leading to the situation whereby normal routine become more difficult. Besides, workers or an individual with mood disorders may be in need of frequent reassurance on their work productivity and performance because of their fatigue, anxiety, reduces levels of concentration at work, hence, decreased productivity.

Psychological depression can result to presenteeism in the work place such as construction site whereby the employees productivity reduced and employees could not undergo usual duties because of illness (De Lorenzo, 2013). Research has established that presenteeism caused almost 151 million days annual lost in the USA basically because of depressive orders while only 52 million days lost was recorded against bipolar disorders (Kessler et al. 2005). Likewise, presenteeism also cause blunt decision making, employment turnover, impaired productivity and accidents, all these can have greater effect on the project performance (Hilton et al. 2009), especially construction project.

In many occasions, majority of construction workers and employee generally that have psychological depression mostly desire to cover up their illness because of the fear of losing their job and societal stigma (Dewa et al. 2012). A researcher submitted that the matter of psychological depression is usually sideline in the project management research, (De Lorenzo 2013), especially in the construction sector and particularly, women in construction sector.

Construction workers are subjected to occupational stress that can brings about psychological depression and acute mental health challenges that can hindered project failure at any time or stage (Todd et al., 2014). It is very interesting to know that the increasing levels of occupational stress and psychological depression in the construction sector is well known but their impact on the productivity of construction workers are so limited, (Love et al. 2010), most especially, Indonesian workers in the construction sector of Penang state of Malaysia. However, it seems that psychological depression factors are largely under estimated in the construction sector and this could means a knowledge gaps between construction project strategies, plans and instructions (Sunding and Ekholm, 2014). As confirmed by Patching and Best (2014), it is pertinent to reduce the impact of psychological depression factors on project performance using some crucial systems and procedures.

Base on this aforementioned, this paper aim to evaluate of psychological depression factor and it effect on the productivity of Indonesian construction workers in Penang Malaysia.

## **Literature review**

### **Psychological depression and related work stress among construction workers**

Research shows that work related stress can result to both physical and psychological depression and disorder (Millon et al. 2004). Construction management Professionals and workers such as site managers, quantity surveyors, on site operatives and are exposed to high level work connected stress and depression (Love et al. 2010). Constantly, construction workers are subjected to change pressure and project management stress and depression (Patching and Best, 2014). Most often than none, work related depression and stress result to emotional and physical responses that occur whenever the the needs of the job does not meet up with the capabilities, requirements and needs of the workers which may result to poor health as well as injury (Torgersen et al. 2000). Causes of depression and stress on construction site includes among others, conflict, work overload, diverge series of personalities trait encountered on site, redundancy, financial pressure, constraint in budget, psycho-social dangers exposure, change of technology, clients demands and limited resources on site (CIOB 2010).

Those employees that are working directly with main contractors are subject to higher stress and depression with very poor psychological health when compared to those consultants because of their longer working hours, minimum work support and lack of certainty and clarity of purpose (Love et al. 2010). Likewise, it was confirmed that work related depression and stress can be minimized at the organizational level by adjusting the work time, improve career ladders,

reducing physical dangers, modifying the use technology and training use, empowerment and enrichment and rotation of job (Love et al. 2010). WHO (2010) expressed the word psychological depression and disorders comprises large set of symptoms with features of abnormal thoughts, relationships, emotions and behaviours. In another development, The American Psychiatric Association (2000) observed that psychological depression or disorders are series of clinically significant character or psychological syndromes in ones associated with distress, depression or disability with a remarkable increase of sudden death, disability, pain as well as loss of freedom. It may take so many years for psychological depression to form in an individual.

There are several theories and models that expatiate the possible causes of mental disorders and these include bio psychosocial model, psychoanalytic theories, evolutionary psychology and biomedical model. These theories details the causes of disorder in different means, likewise in the way they treat disorder and depression and the manner they categorize mental disorders. For instance, biopsychological model expantiate on how mental problems arises and how intervention can be engaged in work place (Marchand and Durand 2011). The model highlight that illness and health are established by a dynamic interface between biological, social and psychological factors. As reported by Wang et al. (2008a), mental disorder and psychological depression have multifactor causes. Workers' mental health generally, is not only associated with their place of work but as well as their family and relatives whom they live with as well as the society within which they entrenched (Wang et al. 2008a). In some cases, the transfer of stress from family to work and vice versa can as well have a great impact on workers psychological health condition (Marchand and Durand 2011). Three main theoretical models have detailed the relationship between work stress, depression and mental disorders in women and men on the basis of theory of demand-control. Meanwhile, some past research revealed that individual features such as chronic illnesses, unmarried and low family income (Patten et al. 2006; Wicks et al. 2005), family structure, like single-parent family (Wang 2004; Wicks et al. 2005) are most significant factors linked with psychological depression and mental disorders health challenges. Mental health problems relative to demographics have been confirmed to be more dominant among women and it decrease with age.

Besides, further cause of psychological depression and mental health challenges can be personal traits, educational level, health status, educational life style habits like alcohol consumption and smoking (Marchand and Durand 2011). Psychological stress, depression and mental health is now a great challenge for both developing and developed countries where more people and mostly workers are diagnosed to have emotional stress and mental depression (Chun, 2012). About 25% of working populations were affected by this predominant health challenges (Sørensen and Munk-Joergensen, 2011). For instance, in America, about 30% adults are affected by psychological depression and disorder annually (Kessler et al. 2005). At the same time, psychological depression and disorders resulted in the death of about 40,000 persons annually and accounted for greater disability adjusted life years (DALY) than other communicable diseases and unintentional injuries (Krishnaswamy et al. 2012). According to WHO, (2010), Malaysia has a 5% psychological depression and disorders in its population. Based on these facts, this paper seeks to study the psychological depression and its influence on the productivity of Indonesian construction workers in Penang Malaysia.

### **Workplace Depression**

It was established that depression has an incubation season of two weeks after which it will leads to depressed mood or loss of interest in a certain thing and all activities, American Psychiatric Association (2000). Depression includes an exhaustion of both mental drives and physical which can vary in magnitude (Watts 1966). In another means, it is a disorder or certain

collection of signs that are abnormal reactions to life's challenges and consists of emotional disturbances (D'Alessandro 1995). Depression is considered as the most incapacitating diseases on the earth and it is a common reason for suicide (MPA 2006). It is caused by suppressed anger displayed and turned to be inward self-hate and at time self-blame. People under depression are commonly lack self-expression publicly hence unable to attack those that disappoint them public because they are not able to verbally acknowledge in the open. The result is that they turn their disappointment and anger against themselves, attacking themselves in the process (Salmans 1995). Defeat, failure and loss may as well instigate depression. (Salmans, 1995).

Depression is very common and general and it is one of the most underrated illnesses in the society (Bowen et al. 2014). The life time depression occurrence in any country of the world is about 8 to 10% and it occurs both in the developing and developed countries of the world, (MPA ,2006). For example, in the US, the 12 months depression prevalence rates stood at 8.3%, Netherlands has 4.9% , 2.2% in Japan and 3.0% in Germany, (Bromet et al.,2011). Meanwhile, in Australia, the prevalence depression rates are recorded to be 6.3%, (Andrews et al., 2001). Annually, 19 million adults undergo depression in America, (Sands 2001).

Lerner et al.,(2011) submitted that depression is a major threat to the society relative to life quality, economic well-being and public health. Likewise, WHO,(2010) declared that 350 millions of people in the world faced depression challenges. But fortunately, depression is a treatable ailment and this can be achieved through the means of therapy and some antidepressant medications (Kazdin 2000). Depression is diverse in that it includes various treatments, causes and symptoms (Seok et al. 2014). As published by WHO,( 2010) ,depression symptoms consists of loss of interest in an events or an activities for a minimum of two weeks, depressed mood, insomnia, significant impairment of activities, fatigue and energy loss, reduction in thinking and concentration capacity. At times, some under depression will experience tiredness after little effort or work, loss self-confidence, disturbed sleep, marked psycho motor obstruction, lack of appetite, agitation, loss of weight and libido (WHO,2010). Another major point is the depression's symptoms may be differ relative to individual's age and culture, for instance the older adults have tendency to experience symptoms such as thought of death and lack of appetite when compared to the younger adults (Friedman 2001).

Depression is believed to have a significant negative influence on workplace such as construction site. From past study, it was established that it accounted for increase of absenteeism and reduced work performance (Wells et al. 1996).

Hence, depression symptoms has significant influence on employment rather than physical symptoms because of the features associated with depression which results to low productivity, minimize decision making ability and concentration, job turnover and disturb sleep as well. A depressed person has low motivation to work, they usually isolate themselves from their colleagues and unable to contribute any tangible thing to their organization. Other illnesses also accompanied depression, such as anxiety, abuse of substance and other health disorder (Kendler et al. 1995). In essence, depression significantly impairs an organizations' productivity (Winkler 2012). Relative to this aforementioned, this study seeks to investigate the psychological depression of Indonesia workers and its influence on their productivity in the construction sector in Penang Malaysia.

## **Productivity**

The fact that job satisfaction influence employees productivity, absenteeism and



turnover, then it can be said that it influence the overall effectiveness of the organization (Akroyd and Shewchuk, 1990). In a situation that an employer does not deliver the needs or requirement of employee, dissatisfaction like lower productivity, higher absenteeism, poor judgement, hostility, defensive behavior and reduction in creativity and job turnover (Buiser, 2000).

Many researchers have concluded that job satisfaction which is the bedrock of productivity can be influenced by three major factor which are factors connected to specific type of job, factor related to individual employee and factor connected to work settings, (Baron and Greenberg, 2003). All these are related to the workers and their productivity on construction site. In this study, the factors connected with individual employees includes, age, marital status, education qualification and site job task.

## **Research Method**

### **Setting and Sampling**

The sampling for this research was collected from the Indonesia Embassy in Penang State of Malaysia. They include those legal migrants from Indonesia, recorded in the register of the embassy that they are working with registered construction company recognized by the Indonesia Embassy and Malaysian government. The criterias for participant eligibility includes ability to read and write and speak Indonesian language and age of above 18 years and have depression experience. In this case, the participants were asked if they have ever experience depression or they are experiencing depression. If they answer yes to the question about their willingness to participate in the survey and meet other criteria, then thay are admitted for the research participation.

About 272 Indonesia migrant construction workers that met the selection criteria and willing to participate in the survey but only 250 of them were able to complete the data and this figure was used for the analysis. This represent 91.9%.

### **Data Collection**

Quantitative method of research was adopted in this study and a well structure questionnaire was distributed to all participants to achieve indepth feedback from the survey. The questionnaire was designed to be completed within 20 to 30 minutes with assistance of field workers incase of any interpretation and explanation.

### **Instruments**

#### **Social demographic factors**

In this study, the social demographic factors that was considered as trigger factors of psychological depression of Indonesian construction workers are age, years spent in Malaysia, marital status and education.

#### **Type of Psychological depression**

The type of psychological depression that each participant have experienced or are experiencing were investigated by asking them some questions such as “do you ever experience psychological depression or emotional depression before or even now?”. If their response is “Yes”, then they were asked to explain the features of the depression they are going through. Based on this, the depression or trauma are classified with the usual and generally known depression trigger factors like acute disease, death of loved one, financial problems, divorce/separation, domestic violence, work related stress, physical, mental and sexual abuse, acculturation related stress and culture shock etc.

## **Depression symptoms**

### **Beck Depression Inventory - II**

This study make use of depression instruments called Beck Depression Inventory-II Instrument (BDI), which was highlighted by Beck (1985). The BDI-II instrument is authentic, fast, less expensive and commonly apply for the fact that it is self-rating scale to evaluate depression level according to the submission of (Demyttenaere, De Fruyt, & rgen, 2003). BDI scale of 21 items highlighted depression symptoms such as sadness, frustration, feelings of punishment, hate speeches, discontent, isolation, boredom and guilt.

Generally, BDI-II is considered a legal instrument for the measurement of Indonesian depression populace. The dependability and consistency of Indo BDI-II was established in the literature, the Cronbach alpha was 0.90 for all the score (21 items), it has 0.80 as cognitive factor (with 7 items), the somatic factor which contain 9 items, has 0.81 and the affective factor with 5 items has 0.74. All these values shows an appropriate high internal consistency. The Cronbach's alpha of the Indo BDI-II per group has 0.90 respondents, while for CHD patients, it is 0.87 and for depressed patients, it is 0.91, (Ginting, Näring, van der Veld, Srisayekti, & Becker, 2013).

### **Construction workers productivity**

Daily diary which consists 5 identical structured questions that centred on the moment in time when the respondents, that is, the construction workers was paged on site. The questions commences by requesting the construction workers if they were at work and if yes, they were asked if they were on break or on the job task when they were page. If they were on site doing the job task, more questions was asked applying 7-point self-leading scales about productivity. It involves responses to quality, efficiency and speed. The 7-point self-leading scale has responses of "low" for the minimum score and "high" for the maximum score. Then there are responses to a question about the degree to which the respondent was succeeding at the time of the page. This was also coded using 1-7 self-leading scale with responses of "not at all" for the least score and "very much" for the highest score. The Cronbach's alpha is 0.76. The scale range was then changed by using linear transformation, Wang, et al., (2006).

### **Data Analysis**

In this study, the descriptive statistics were applied to express the socio-demographic or psychological factors. The descriptive analysis is measured through the mean and percentage of BDI scale testing. Pearson's correlation was used to test the relationships of the dependent and independent variables. Multiple regression was used to evaluate the association between psychological or social demographic factors and depression value. The depression level serve as dependent variable while psychological factors and productivity serve as independent variable. The man value of all the psychological factors were use in the multiple regression analyses. The p-value of  $\leq 0.05$  is cadopted as statistically significant value. Meanwhile, SPSS version 21.0 was used for the analyses of the data.

## **Results**

### **Demography of respondents**

#### **The demography of Respondents**

The age demography of the respondent as revealed in Table 1 shows that the respondents within the age bracket 18 -28 years recorded the highest frequency with 84.6% while those within the age bracket between 29 and 39 years has 10.5 %. The least of all the age bracket is 50-100 years of age with .4%. This is and indication that among the Indonesia construction workers in Penang Malaysia, those within the age bracket 20 and 28 are more than other age bracket. In the table, it is obvious that the education level of all the respondents revealed that those with high school qualification are more than those that are graduates, the

high school recorded 84.2% compare to those that are graduate, 8.3%. Those with elementary has 10.5%.

It is clearly shown that university respondents are the least percentage while, the high school graduates were the highest percentage of all the respondents. Meanwhile, elementary graduates have 11%. It shows that the respondents who are single have the highest percentage while the widow respondent has the least percentage of 6%. The result shows that Factory workers respondents are the highest percentage which is 84%, while, the Domestic helper were the least percentage of all the respondents.

The result of the demography on time in Malaysia of respondents as shown in table 4.1 shows that the respondents that have lived in Malaysia for 2-4 years is 48% and under a year is 39% while above 5 years is only 13 %. About the marital status, many of the respondents are single with 85.5% while married are 8.8%. Those that has spent 2-4 years in Malaysia are more than those that spent only one year and less than a year.

The result of their depression level shows that those with mild depression recorded 43.4%, those with moderate depression has 36.0% and those with severe depression recorded 18.0%.

### **Psychological Factors of depression**

The result of the data collected is shown in Table 2. Those factors that trigger depression in Indonesia construction workers were highlighted and using multiple regression, the N values are shown.

Table 1 Demography profile

	Frequency (n= 228)	Percent (%)
1. Age:		
18-28	193	84.6
29-39	24	10.5
40-49	10	4.4
50-100	1	.4
2. Education:		
Elementary (SD-SMP)	24	10.5
High school (SMA)	192	84.2
University	12	5.3
3. Marital Status:		
Single	195	85.5
Married	20	8.8
Widow	13	5.7
4. Occupation:		
Factory worker	228	100.0
5. Time in Malaysia		
0-1 year	89	39.0

N= 228		D Level
Pearson Correlation	D Level	1.000
	Age	.089
	Education	-.249
	Marital status	.139
	Occupation	.290
	Years in Malaysia	-.001
Sig. (1-tailed)	Age	.091
	Education	.000
	Marital status	.018
	Occupation	.000
	Years in Malaysia	.494
2-4 year		109
above 5 year		30
6. Depression Level:		
0-13 (minimum)		6
14-19 (mild)		99
20-28 ( moderate)		82
29-63 (severe)		41

Table 2 Pearson correlation of relationship between depression level and age, education, occupation, marital status and years in Malaysia of the respondents.

From the result, it can be seen that the  $p$  value for Age = 0.91 and since  $p$  value  $0.91 > 0.005$ , then it can be said that Age has no statistical significant on the depression level of the construction workers. The pearson correlation 0.89. Which mean the higher the age, the higher the depression level.

The education  $p$  value = 0.000, this  $p$  value  $0.000 < 0.005$  and it implied that the education level of the construction workers has statistical significant impact on the depression level of the construction workers. The pearson correlation is -.249 which indicates the higher the education, the lower the depression level.

Meanwhile, the marital status  $p$  value =  $0.18 > 0.005$ , it shows that their marital status has no significant impact on their level of depression and the pearson correlation is .139 which indicate that the relationship is positive but low and either married or not, it has nothing to do with their depression level.

Occupation has  $p$  value  $0.000 < 0.005$ , it means that the occupation, that is the job and task on site has statistical impact on the depression level of the construction workers. The pearson correlation is positive .290, low relationship, it means that their occupation satisfaction has a positive relationship with their depression level but a little low.

On the other hand, the years in Malaysia has a  $p$  value of  $0.494 > 0.005$  indicating that their years of staying in Malaysia has nothing to do with their depression level as it has no statistical

significant impact on depression level. The Pearson correlation is -0.001, negative and very very low relationship, meaning that the higher the years in Malaysia, the lower the depression.

### **Productivity**

According to SAS (1996), GLIMMIX macro and mixed procedure were applied to evaluate a two-level random impact linear regression model with the postulation of an unstructured covariance matrix among the almost 2,323 data records that were accomplished in the working period of the construction workers that participated in the survey. The 0-100 task centred and productivity outcomes were centred and regressed on dichotomous measures of the psychological and social demographical factors of age, education, marital status, occupation and years in Malaysia. Interaction terms were employed to investigate if the impact of depression varied significantly by demography. The statistical significance was evaluated with two side tests. As per the result, a total number of 25 moment-in-time evaluation was conducted for 250 numbers of Indonesia construction workers and it yielded 3,568 logically possible data assessment. Out of this 2,323 were fully accomplished ( $N=2,323$ ). The result revealed that non response to individual diary entries was very high among the depressed Indonesia construction workers on all the sites visited compared to other construction workers that are not experiencing depression.

### **Discussion**

The result of the psychological and social demographical factors on the depression level of Indonesian construction workers prove that, education level and occupation, that is the job task on site are most significant of all the factors. That is they influence their depression level and then affect their productivity on construction site. The education has a negative relationship by Pearson correlation, which means the higher the education level of the Indonesian construction workers, the lower their depression level, this may be due to their education advantage they will be able to develop resilience against the trigger factors of depression, this concurs with the findings of other past study, (Zhong et al., 2016). On the other hand, Age has a very high negative relationship but not statistically significant on the depression level. The higher the age, the lower the relationship with depression level.

Occupation which indicates the nature of their work on construction site has positive relationship which means the tedious their occupation on site, the higher their depression level, but in this case it is a low positive relationship. This is in line with past findings (Dollard, 2012; Palupi, Shih, & Chang, 2017). Meanwhile, it has a very strong statistical significance on the depression level. All other factors, such as marital status and years in Malaysia, considered in this study has no statistical impact on the depression level.

The result of the productivity also revealed that those Indonesia construction workers that are facing depression tends to absent themselves from work due to their depressed condition hence affect their productivity on site. This result tally with the findings of Wang, et al., (2006).

### **Conclusion**

In conclusion, based on empirically and theoretically validated procedure, this paper was about to identify those psychological factors that trigger depression and has significant impact on the productivity of Indonesia construction workers in Penang Malaysia. The impact of these depression impact, although not evaluated, could have well caused some economic impact on the total output or productivity of the construction company where they work. This is because their continuous and frequent absenteeism from construction site can have a great impact on the

contract sum and contract period of the contract where they work. It is hopeful that with the findings of this paper, the construction managers will pay more attentions to the psychological health status of the employee, most especially, the foreigners which include the Indonesia construction workers.

Likewise, this study limited its investigation to some specific psychological factors with has a tally with some social demographic factor, this can be increased and extended to other foreign workers engaged in 3D type of job.

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## Character Strengths and Positive Outcomes

Cheng Chiau Chui & Intan Hashimah Mohd. Hashim

School of Social Sciences

Universiti Sains Malaysia, Malaysia

Email of corresponding author: chiauchuigemini@student.usm.my

### Abstract

Character strengths have been defined as positive traits associated with individual differences. It has been explored as part of the personality that contributes to well-being, happiness and flourishing. This paper provides a review of the VIA Classification of character strengths and the relationships between character strengths and positive outcomes. Previous research shows that different character strengths predict different outcomes. From the review, character strengths have been found to generally increase life satisfaction, flourishing and leadership. Character strengths also have significant relationships with coping with stress, mastering online education system and recovering from addiction behaviour. Most of the studies were conducted in Western countries across a variety of population. The review highlights the importance of studying character strengths, especially in less studied samples such as Malaysia.

**Keywords:** Positive psychology, character strengths, flourishing, Generation Z

### 1. Introduction

Character strength is an important construct in positive psychology. The importance of character strength was first established by Csikszentmihalyi during World War II. Csikszentmihalyi noticed a small group of people who were able to keep their integrity and continue to thrive when others turned hopeless and dispirited when the war removed their social supports (Seligman and Csikszentmihalyi, 2000). Csikszentmihalyi argues that it is these positive aspects of the personality which guide a person to be flourishing when others do not. Character strengths are unique and different from other personal strengths such as individual skills, special talents, interests because they reflected the core of each person. Several positive outcomes had been associated with character strengths such as life satisfaction, flourishing, leadership, coping with stress and etc. In the present paper, the 6 virtues and 24 character strengths are discussed; and a review on the relationships between character strengths and positive outcomes is presented.

### 2. Character Strengths

Character strengths have been studied as the part of the human's natural and unique strengths and they hold an important role in psychological good life. Furthermore, character strengths also been recognized as positive traits that play an important role in development of happiness, well being, and flourishing life. This led Martin Seligman and Christopher Peterson to conduct a project by involving 55 other distinguished scholars and clinicians to study and classify character strengths (Peterson and Seligman, 2004). They then categorised and classified the construct into 6 virtues and 24 character strengths.

Eventually, the virtues were the product of a review of philosophical text and eight cultural traditions: Confucianism, Taoism, Buddhism, Hinduism, Athenian philosophy, Judaism, Christianity, and Islam (Dahlsgaard, Peterson and Seligman, 2005). The outcome was designed as to provide an all-inclusive model of character strengths. However, output of the classification

as represented by a structural model and served as to demonstrate distinct development processes is uncommon in psychology. Thus Peterson and Seligman (2004) continued to make further adjustment to the classification in subsequent research.

Everyone possesses all twenty-four elements of the VIA character strengths but they have them in varying degrees and this make up unique profiles a person. The full description of VIA character strengths is listed as below:

Table 1: VIA Classification of Character Strengths

Virtues	Character Strengths
1. Wisdom and Knowledge	<p>Cognitive strengths that result in obtaining and use of knowledge. This classification involves creativity, curiosity, judgement, love of learning, and perspective.</p> <ul style="list-style-type: none"> <li>- <b>Creativity:</b> recognized as originality and ingenuity, described as valuable ways to conceptualize and do things.</li> <li>- <b>Curiosity:</b> referred as interest, novelty-seeking and openness to experience. Concerned with current experience for its own advantages, and try to explore and discover more.</li> <li>- <b>Judgment:</b> required critical thinking in thinking through and examining issues from all areas, not making any conclusion before weighing all evidence fairly.</li> <li>- <b>Love of learning:</b> referred to desire to master new skills, topics, and body language, whether on one-self own or formally.</li> <li>- <b>Perspective:</b> perspective from wisdom, being able to provide sensible advice to others; discover ways in interpreting the world in a way that makes sense to oneself and to others.</li> </ul>
2. Courage	<p>Emotional strengths evolve the practice of will to achieve goals in the face of competition, externally or internally.</p> <ul style="list-style-type: none"> <li>- <b>Courage or bravery:</b> acted in a way that is not declining from threat, challenge, difficulty, or pain and talk about the right even though the opposition exist</li> <li>- <b>Persistence:</b> Determination in accomplishing what one starts and undertake the pleasure in completing tasks.</li> <li>- <b>Honesty, truthfulness and integrity:</b> telling the truth but more broadly presenting oneself in a genuine way and acting in a sincere way.</li> </ul>

- **Zest:** approaching life with excitement and vigour and takes life as an adventure to feel alive and motivated.

### 3. Humanity

Interpersonal strengths that requires encouraging others.

- **Love:** be able to adore and form close relations with others, in particular those in which sharing and caring are corresponded.

- **Kindness and "niceness":** being able to doing favours and good deeds for others.

- **Social, emotional and personal intelligence:** own the ability to be alert of the motives and feelings of other people and oneself and aware of what associated with different social situations.

### 4. Justice

Civic strengths that produce a healthy community life.

- **Teamwork:** which also known as citizenship, social responsibility and loyalty. Able to work as a team and shows loyalty to the team.

- **Fairness:** consider the same to all people by referring to notions of fairness and justice; yet avoid bias decisions about others.

- **Leadership:** motivating a team member to accomplish task and maintaining time good relations within the group simultaneously; also, organizing group functions and make them happens.

### 5. Moderation

Control strengths in balancing life.

- **Ability of forgiveness:** Forgive and give another chance to make mistake and accept the weakness of others.

- **Humility:** Not regarding oneself as more special than one is.

- **Caution:** Being alert with choices and avoid of saying or doing things that might later be regretted.

- **Self-Regulation and self-control:** manage and control one's feeling, action, appetites and emotions.

### 6. Transcendence

Connect strengths that produce association with the larger universe and contribute meaning.

- **Appreciation of Beauty and Excellence** [awe, wonder, elevation]: Noticing and appreciating beauty, excellence, and skilled performance in various domains of life, from nature to art to mathematics to science to everyday experience

- **Gratitude:** Being alert and thankful for the great things that occur and manage to express thanks.
- **Hope:** Expecting the best in the future and working to achieve it; believing that a good future is something that can be brought about
- **Humor:** Bring happiness to surrounding by laugh and tease and making jokes.
- **Spirituality:** own beliefs about the meaning of life that shape conduct and provide comfort.

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Source: Park and Peterson, 2009

VIA Classification of Strengths, 2004 cited in Park and Peterson, 2009, p.2.

The twenty-four character strengths exist in every individual but are different in ranking. For example, some people have higher level of creativity but lower level of kindness. A number of research have been conducted with application of these 24 character strengths and suggested that it is possible to distinguish character strengths of different groups of people such as adult and youth group (Park and Peterson, 2006b; Park, Peterson and Seligman, 2006).

As according to Park, Peterson and Seligman (2006), character strengths study and measurement was started on adult group. Most prevalent character strengths reported around the world are (from most to least): kindness, fairness, honesty, gratitude, judgment, prudence, modesty, and self-regulation (Park, Peterson and Seligman, 2006). In Park and Peterson (2006b) investigation on samples from the United State, they found that youth owns demonstrated more on character strengths of related to hope, teamwork, zest while adults are more on appreciation of beauty & excellence, honesty, leadership and open-mindedness.

In Shimai, et al. (2006) research, young adults from the United States and Japan which represent western and eastern country respectively showed similar distributions of the 24 strengths. The higher strengths included love, humour and kindness, and lesser strengths included prudence, self-regulation, and modesty. In addition, young people showed interest to practice character strengths in their life. This is evidence from a study conducted in 20 different high school classrooms in Michigan which examined interest, practice and belief about character strengths from student's perspective (Steen, Kachorek and Peterson, 2003). Students were interested in the subject of good characters and were able to discuss with candour and sophistication instances of the strengths through a formal focus group discussion. They were especially drawn to the positive traits of leadership, practical intelligence, wisdom, social intelligence, love of learning, spirituality, and the capacity to love and be loved.

### 3. Character Strengths and Positive Outcomes

Character strengths have been associated with several positive outcomes. They are discussed in the following sections

### 3.1. Character Strengths and Flourishing

Character strengths contribute to subjective well-being such as happiness and life satisfaction. According to Well-Being Theory by Martin Seligman, well-being can be measured by five elements, positive emotion, engagement, positive relationships, meaning, and accomplishment and the goal is to increase flourishing. Consequently, relationship between character strengths and well-being is also related relationship between character strengths and flourishing. Gillham, et al. (2011) research showed contribution of character strengths to adolescence well-being. Numbers of evidence reflected that significant character strengths such as hope, kindness, social intelligence, self-control, and perspective lead to well being in life by the ability to defense undesirable emotions, stress and trauma (Park and Peterson, 2006b). In addition, character strengths can assist young people to thrive and accomplish goals. This is evidenced from a study by Scales, Benson and Leffert (2000) which found that good characters contributed to positive outcomes such as school achievement, leadership, resilience, prolonger enjoyment, kindness and altruism. These investigations had shown that character strengths can increase flourishing level of an individual.

### 3.2. Character Strengths and Life Satisfaction

One of the most important variables that had been studied in positive psychology is life satisfaction. As a result, strong and relevant evident have been established to support the relationship between character strengths and life satisfaction. More specifically, character strengths which had shown to have a consistent and powerful relationship with life satisfaction are love, curiosity, hope, gratitude and zest (Park, Peterson and Seligman, 2004). Research recommended that greatness such as gratitude, meaning, and hope could also anticipate life satisfaction.

According to Theory of Authentic Happiness, the goal of happiness is to increase life satisfaction (Seligman, 2011). Hence, increase in happiness will consequently increase level of life satisfaction. Researcher investigated and found that character strengths have highest correlation with happiness. These characters were zest, religiousness, curiosity, gratitude and hope. In addition, character strengths associated most with engagement which then lead to happiness are curiosity, perseverance, zest, hope, and perspective; while character strength most associated with pleasure are hope, social intelligence, humour, zest and love (Peterson et al., 2007).

### 3.3. Character Strengths and Leadership

Character of a leader is a fundamental element in leadership. Researchers investigated and discovered important characters which lead to good leadership and they are honesty, trustworthiness, and integrity (Treviño, Brown and Hartman, 2003). These character strengths matters in leadership as they provide a moral compass that guides the leaders and organization to the best path to reach common goals and personal development (Treviño, Brown and Hartman, 2003). Research also indicated that character strengths of courage and authenticity among successful leaders lead them to connect with the people in his/her team (Kolzow, 2014). Hence, honesty and integrity made importance contributing in building leadership.

### 3.4. Character Strengths and Coping with Stress

Character strengths are also helpful resources to cope with stress in workplace and to reduce the negative effects of stress. Previous research found out the there is a relationships between

character strengths and recovering from illness and trauma (Harzer and Ruch, 2015). Studies also revealed that character strengths have positive relationship with job satisfaction (Peterson et al., 2010). These results showed correlations between character strengths and stress coping behaviour. Besides, Peterson research also indicated that character strengths can promote direct relationship with positive coping strategies by contributing to individual fulfilment (Peterson, 2006). As character strengths can be taught, it can be enhanced during challenging situations such as illness, trauma and stress.

### 3.5. Character Strengths and Mastering Online Education System

Character strengths are found to be connected to education system. Occurrence of educational technology had brought to versatile online program for students. Online learning which also recognized as massive open online course (MOOC) first introduced in 2006 and become popular mode of learning in 2012 (Allen and Seaman, 2013). In Malaysia, Taylor's University School of Engineering (SOE) is the first university to launch massive open online course (MOOC) (Al-Atabi, 2013).

New education system requires different abilities and characteristics to gain desire outcomes. Researchers found students which success in online education consists of several characteristics, especially self-regulation and cognitive strategies (Colorado and Eberle, 2010). Cheurprakobkit, Hale and Olson (2002) also emphasized the importance of self-regulated characters which combined discipline, monitoring, initiative, and management within a person. These characteristics are similar to character strength of "temperance" which deals with strengths that protect a person from excess. Temperance is a practiced ability to monitor a person emotions, motivation and behaviour without outside force.

Student who intend to master online learning technologies can practice character strength of "Love of learning". This refers to the desire to master new skills. In this study, temperance and love of learning defined as character strengths that lead to successful online education.

### 3.6. Character Strengths and Recovering From Addiction

Research had been conducted to understand about the relationship between the character strength of spirituality and addictive behaviour. Internet addiction, referred as compulsive use of internet, has been found to be related and connected to character strengths (Kuss and Lopez-Fernandez, 2016). Spirituality explained as beliefs about the meaning of life and religions. Spirituality was crucial in shape beliefs while strong belief has the ability to change undesired behaviour. Eventually, religiosity function is to protect individual from addictive behaviour (Cook, 2009) meanwhile spirituality make ease the maintenance of recovery (Miller and Bogenschutz, 2007). Spirituality provides further recovery from addiction, and even plays a higher role in maintaining recovery (Leigh, Bowen and Marlatt, 2005). Thus, spirituality is recognized as most effective character strengths in monitoring addiction behaviour. This character strength promotes its function through spiritual practices. Meditation (is an action which staying in a state of awareness and of quietness) and Silence (a practice as to rest and renewal stop on the spiritual journey) are suggested as convincing spiritual practices that can facilitate long-term recovery from substance abuse (Booth and Martin, 1998). In addition, other character strengths which are associated with recovering from addiction had been further explored and discovered. Research showed that there are ten character strengths (including spirituality) that are associated with recovery from addiction and they are: forgiveness, integrity, hope, integrity, humility, vitality, kindness, love and wisdom and spirituality (Selvam, 2015). Therefore, character strengths acted

as an important practice in recovering from addiction behaviour including internet addiction among youth.

#### 4. Conclusion

Taken together, the above review indicates that character strengths play an important role in human life. According to the investigators and previous research, character strengths can be associated with positive outcomes, such as life satisfaction, flourishing, leadership, coping with stress, mastering online education and recovering from addiction. Adults or adolescents that posed particular character strengths mentioned in the studies are likely to experience high level of flourishing, reach life satisfaction and can be potential leaders.

Yet, most of the previous studies of character strengths were conducted in Western context and limited studies have been conducted in Eastern cultures, especially Malaysia. It is important to understand the distribution of character strengths in Malaysia population especially among the young generation. Understand this can help young people to thrive in life. It is also important to understand how parents and other individuals who play a major role in the individuals' lives can cultivate character strengths. Future studies should explore all of these issues in the context of Malaysia.

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# Relationship Between Psychological Well-Being and Quality of Life Among Teachers In Kuala Terengganu

Nor Af'Idah Rameli<sup>a</sup> \*, Azmi Hassan<sup>b</sup> & Abdul Manan Mohamad<sup>c</sup>

<sup>a</sup>Institute of Community Development and Quality of Life, Universiti Sultan Zainal Abidin, Malaysia

<sup>b</sup>Faculty of Medicine, Universiti Sultan Zainal Abidin, Malaysia

<sup>c</sup>Faculty of General Studies and Advance Education, Universiti Sultan Zainal Abidin, Malaysia

Email of corresponding author: idea\_nur87@yahoo.com

## Abstract

The main purpose of this study was to investigate the relationship between psychological well-being and quality of life among teachers in Kuala Terengganu. The participants consist of 380 teachers from 36 secondary schools in Kuala Terengganu, Terengganu with the division of 113 male teachers and 267 female teachers. The respondents were randomly selected and the data were gathered through the distribution of questionnaire. The questionnaire used consists of two main scales which are Ryff's Psychological Well-Being Scale consist of 54 items reflecting the six areas of psychological well-being which are autonomy, environmental mastery, personal growth, positive relation with others, purpose in life, and self-acceptance and World Health Organization Quality Of Life Scale (WHOQOL-BREF) consist of 26 questions covering four domains of factor contributing to quality of life – physical health, psychology, social relation and environment. The finding of the study indicate that the level of psychological well-being among teachers was in the moderate level where majority 350 (92.1%) of the respondents got moderate score and 30 (7.9%) of them got high score of psychological well-being, while the level of quality of life among teachers was in the high level where majority 336 (88.4%) of the respondents got high score and 44 (11.6%) of them got moderate score. Further, Pearson correlation analysis revealed that there was positive relationship ( $r = 0.332^{**}$ ,  $p = 0.00$ ) between psychological well-being and quality of life among teachers. It shows that the higher level of psychological well-being will increase the level of quality of life among teachers. Reflection for future research and occupational health, interventions are suggested.

**Keywords:** Psychological Well-Being, Quality Of Life, teachers

## 1. Introduction

Highly competitive conditions of today's global world put workers under a lot of stress. The teaching profession has been categorized as an occupation at high risk of stress (Chan and Hui, 1995; Pithers and Forgy, 1995). The Health and Safety Executive (2000) in the United Kingdom reported that teaching was the most stressful occupation, compared to other occupations, such as managing, nursing, and professional and community service occupations. It was also reported that two out of five teachers in the United Kingdom experienced stress, compared to one in five workers from other occupations. Consequently, this stress influences the Psychological Well-Being (PWB).

According to Reis, Araújo, Carvalho, Barbalho, & Silva (2006), teaching at primary and secondary education level put higher emotional rates compared to other formal profession in Brazil. This is supported by the idea launched by the International Labour Organization (Organisation Internationale du Travail [OIT], 1981) that teaching is a profession with high physical and mental risk levels. This phenomenon was not only revealed at Brazil, United Kingdom and Hong Kong, but it becomes an international phenomena including Malaysia.

By looking at the recent review by Union of Teaching Profession (NUTP), pressures faced by the teachers in Malaysia has been increasing over the last few years mainly due to the introduction

of new various educational programs as well as the use of an electronic system (e-system) to record all the activities at school (Lok Yim Pheng, 2015). There were many international researchers have demonstrated that the adverse conditions of teaching significantly affect teachers' rates of psychological wellbeing and quality of life (Kyriacou, 2003; Penteado & Pereira, 2007; Xavier & Morais, 2007).

As we know, teaching is a very important profession in each country. It involves the creation and development of human capital which is the most important asset for countries' development. According to Wan Nor Hayati Wan Othman (2014), good psychological well-being will lead to a better quality of life and good performance. So that, it is important to explore about the psychological well-being and quality of life among the teachers to ensure the better quality of educational system in Malaysia.

### **1.1 Psychological Well-Being**

Psychological well-being can be defined according to individual judgment towards his life, evaluation toward condition and expected value based on past experience and achievement in life (Tamara Turashvili and Marine Turashvili, 2015). It is supported by Goldberg et al., (1997), psychological well-being is understood as individuals' personal evaluation about their experiences of emotional tension, depression, anxiety, somatic symptoms, insomnia, social skills and skills to cope with adverse situations. Otherwise, World Health Organization (2003) has defined that psychological well-being as individual who is physically and mentally healthy and able to maintain positive relationship with others, take part in society's program and able to contribute to society as well. So that, we can conclude that psychological well-being can be referring to individual who is physically and mentally healthy and have positive judgments toward him and the surrounding environment.

Ryff (1989), see psychological well-being as an attempt to realize the potential of the individual, the development of individual potential and actual capabilities. She has distinguished six core dimensions and also developed an instrument that is now widely used by researchers. The theoretically derived dimensions of positive psychological well-being included *Autonomy*: Self-determination, independence and regulation behavior from within, *Environmental Mastery*: The ability to develop in the world and change it creatively by engaging in physical or mental activities, *Personal Growth*: Developing one's capacity to grow and expand from birth to death, *Positive Relation With Others*: Having close interpersonal relation based on trust and ability to love others, *Purpose in Life*: Having intentions, goals, and self-direction, and *Self-Acceptance*: The center of psychological well-being, characteristic of self-actualization, optimal functioning and maturity.

### **1.2 Quality of Life**

The World Health Organization (WHO) has defined Quality of Life (QOL) as an individual's perception of their position in life, in the context of culture and value system in which they live and their relationship to the goals, expectations, standard and concerns. WHO has outlined four key elements that affect quality of life. These elements are psychological, physical health, social relationships and environment. In the other way, the determination of one's quality of life is influenced by the internal and external aspect of a person that's come from the environment.

In Malaysia's context, Omar (2009) mentioned that QOL encompasses the fulfillment of human needs such as a satisfactory material life, health, education, security, living in a clean environment and also the enjoyment of the aesthetic and spiritual needs. Malaysia has outlined ten key components that affect the quality of life of an individual in the Malaysian Quality of Life Index. These components are income and distribution, work environment, transport and communication, health, education, housing, environment, family life, social inclusion and public safety.

## **2. Method**

### **2.1 Study Design**

This study used a cross-sectional study design. The samples are randomly selected from the identified population and contacted at a specific time to obtain information.

### **2.2 Participants**

Participants of this study were 380 teachers from 36 secondary schools in Kuala Terengganu, Terengganu. 113 of them were male teachers and 267 of them were female teachers. They were randomly selected by the researcher without looking at their background, age, teaching experiences and income.

### **2.3 Instruments**

1) *Ryff Scale of Psychological Well-Being*. The Ryff Scales of Psychological Well-Being is a theoretically grounded instrument that specifically focuses on measuring multiple facets of psychological well-being. This instrument consists of 54 items reflecting the six areas of psychological well-being: autonomy, environmental mastery, personal growth, positive relation with others, purpose in life, and self-acceptance. Respondents rate statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreements. All scales domain of psychological well-being showed satisfactory internal consistency (positive relation with others:  $\alpha = .91$ , autonomy:  $\alpha = .86$ , environmental mastery:  $\alpha = .90$ , personal growth:  $\alpha = .87$ , purpose in life:  $\alpha = .90$  and self-acceptance:  $\alpha = .93$ ).

2) *World Health Organization Quality Of Life (WHOQOL-BREF)*. The WHOQOL-BREF consist of 26 questions covering four domains of factor contributing to quality of life – physical health, psychology, social relation and environment. This instrument also includes 2 general questions about quality of life. Respondents rate statements on a scale of 1 to 5. All scales domain and general questions of quality of life showed satisfactory internal consistency (physical health:  $\alpha = .95$ , psychology:  $\alpha = .93$ , social relation:  $\alpha = .89$ , environment:  $\alpha = .95$ , general questions of quality of life:  $\alpha = .84$ ).

### **2.3 Procedure**

**Data Collection-** Initially, the school's principal were contacted to obtain the permission data collection process with the teachers at their school. During that meeting, they had received deep explanations about the objectives of the study, the benefits of the study and the procedure for data collection. The questionnaires were distributed to the selected respondents and they were given one week of time to fill up the questionnaire in order to avoid from disturbing them with their work and to give a space for them fill up the questionnaire sincerely without rush and stress.

**Data Analysis-** For data processing, Statistical Package for Social Sciences (SPSS) version 20 was used. Initially, descriptive analyses of frequency distribution were calculated (mean, min, max and standard deviation). Then the subjects were classified in three different groups (low, intermediary and high score) according to their scores on the variable 'Psychological Well-Being' (PWB) and Quality of Life (QOL). Finally the relation between psychological well-being and quality of life among the teachers were tested.

## **3. Results**

Data were systematically analyzed by using Statistical Package for Social Sciences (SPSS) version 20 software. The background of the respondents, level of psychological well-being, level of quality of life and relationship between psychological well-being and quality of life among teachers were determined according to the tables below.

**Table 1: Background of The Respondents**

Variables		Frequency ( N )	Percentage ( % )
Sex	<b>Male</b>	113	29.7
	<b>Female</b>	267	70.3
	<b>Total</b>	<b>380</b>	<b>100</b>
Age	<b>20-30 years old</b>	18	4.7
	<b>31-40 years old</b>	105	27.6
	<b>41-50 years old</b>	176	46.3
	<b>51 years old and above</b>	81	21.4
	<b>Total</b>	<b>380</b>	<b>100</b>
Income	<b>RM3000 and below</b>	3	0.8
	<b>RM3001 – RM4000</b>	12	3.2
	<b>RM4001 and above</b>	365	96.0
	<b>Total</b>	<b>380</b>	<b>100</b>
Level of Education	<b>Diploma</b>	17	4.5
	<b>Ijazah</b>	353	92.9
	<b>Sarjana</b>	10	2.6
	<b>Total</b>	<b>380</b>	<b>100</b>
Marital Status	<b>Single</b>	19	5.0
	<b>Married</b>	350	92.1
	<b>Divorced</b>	11	2.9
	<b>Total</b>	<b>380</b>	<b>100</b>

### 3.2 Level of Psychological Well-Being

Table 2 sets out the mean ratings and standard deviations to the six domains of psychological well-being for all samples. The means range from 31.6 to 35.1, and standard deviations range from 3.37 to 4.25. As evidenced by means rating, the top domain that contribute to psychological well-being is environmental mastery with mean score 35.1 (highest) and standard deviation 3.90. This followed by positive relation with others and purpose in life (mean = 34.6), personal growth (mean = 32.4), autonomy (mean = 31.6), and self-acceptance (mean = 31.2). The study shows that the level of overall psychological well-being among teachers is in intermediate level with means 199.5 and standard deviation 16.78. The same results showed by the frequency of the respondents, where majority 350 (92.1%) of the respondents have moderate level of psychological-well-being.

**Table 2: Scores Obtained on Psychological Well-Being**

Psychological Well-Being (54 items)								
Factor	N	Mean	Min	Max	SD	Frequency of Participants per interval n (%)		
						Low	Moderate	High
<b>Autonomy</b>	380	31.6	22.0	44.0	4.16	0 (0%)	167 (43.9%)	213 (56.1%)
<b>Environmental Mastery</b>	380	35.1	23.0	45.0	3.90	0 (0%)	50 (13.2%)	330 (86.8%)
<b>Personal Growth</b>	380	32.4	22.0	41.0	3.52	0 (0%)	106 (27.9%)	274 (72.1%)
<b>Positive Relation With Others</b>	380	34.6	20.0	45.0	4.25	0 (0%)	65 (17.1%)	315 (82.9%)
<b>Self- Acceptance</b>	380	31.2	21.0	44.0	3.61	0 (0%)	154 (40.5%)	226 (59.5%)
<b>Purpose In Life</b>	380	34.6	22.0	45.0	3.37	0 (0%)	38 (10.0%)	342 (90.0%)
<b>Overall Psychological Well-Being</b>	380	199.5	151.0	254.0	16.78	0 (0%)	350 (92.1%)	30 (7.9%)

### 3.3 Level of Quality of Life

Table 3 sets out the mean ratings and standard deviation to six factors of quality of life for all samples. The means range from 14.1 to 16.2 and standard deviation range from 1.40 to 3.30. The top domain that influence quality of life is general domain with mean score 16.2 (highest) and standard deviation 1.97. This followed by physical health and social relationship (mean = 16.0), psychological and environment (mean = 14.7), and general question of quality of life (mean = 14.1). The overall level of quality of life among the respondents is in high level with mean 15.3 and standard deviation 1.57. It also can be seen by the frequency of the respondents, where majority 336 (88.4%) of them have high level of quality of life.

**Table 3: Scores Obtained on Quality of Life**

Factor	N	Mean	Min	Max	SD	WHOQOL-BREF (26 items)		
						Frequency of Participants per interval n (%)		
						Low	Moderate	High
<b>General 1</b>	380	14.1	8.6	18.9	1.72	1(0.3%)	32 (8.4%)	347 (91.3%)
<b>General 2</b>	380	16.2	8.7	20.0	1.97	3(0.8%)	103 (27.1%)	274 (72.1%)
<b>Physical Health</b>	380	16.0	6.7	20.0	2.34	0 (0%)	131(34.5%)	249 (65.5%)
<b>Psychological</b>	380	14.7	11.0	18.0	1.40	0 (0%)	46 (12.1%)	334 (87.9%)
<b>Social Relationship</b>	380	16.0	4.0	20.0	2.12	0 (0%)	53 (13.9%)	327 (86.1%)
<b>Environment</b>	380	14.7	4.0	20.0	3.30	0 (0%)	50 (13.2%)	330 (86.8%)
<b>Overall Quality of Life</b>	380	15.3	9.1	19.2	1.57	0 (0%)	44 (11.6%)	336 (88.4%)

### 3.4 Relationship Between Psychological Well-Being And Quality of Life

Table 4 indicates that there are positive relationship between psychological well-being and quality of life among the teachers with coefficient of significant  $p = 0.00$  and  $r = 0.332^{**}$ . This means the level of psychological well-being of the respondents is positively associated with their quality of life.

**Table 4: Relationship Between Psychological Well-Being And Quality of Life**

Variables	Quality of Life	
Psychological Well-Being	Correlation (r)	.332**
	Significant (2- tailed)	.000
	N	380

\*\*Correlation is significant at 0.01 level (2-tailed)

## 4. Discussion and Conclusion

The main objectives of this study are to identify the level of psychological well-being and quality of life among teachers in Kuala Terengganu, and also determine the relationship between them. The result of this study has shown that the overall psychological well-being levels among the respondents are moderate. In addition to the factors of psychological well-being, the present study identified environmental mastery is the main factors that contribute to psychological well-being among teachers. This followed by positive relation with others and purpose in life, personal growth, autonomy, and self-acceptance. Research finding also state that the level of quality of life among the respondents are high.

The results reveal that there are positive relationship between psychological well-being and quality of life among the teachers. This result is consistent with the finding of Monica, et al. (2010), and Elisa, et al. (2012). A teacher with good psychological well-being tend to have high level of quality of life. According to Refahi, et al. (2015), good psychological well-being will influence positive attitude, feeling of satisfaction, intimacy about relationship, feeling of independency, having purpose in life, feeling strong in life.

In conclusion, the result of the current study is a confirmation for the role of autonomy, purpose in life, positive relation with others, personal growth, self-acceptance and environmental mastery in influencing psychological well-being among teachers. Results also confirm the important of

psychological well-being in teacher's quality of life. With respect to the achieved results, it is suggested that other researchers repeat this study in other state and societies in Malaysia to achieve more accurate and generable results. And it is suggested to the person in charge of the educational systems to pay more attention on psychological well-being aspect among teachers to improve and sustain good work quality among them. A good intervention program or module also can be created to improve psychological well-being and quality of life among teachers.

## 5. Acknowledgment

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## Hijab Design and Style in Indonesia which Influenced by Hijabers Community

Citra Puspitasari<sup>a</sup> & Jasni Dolahr<sup>b</sup>

<sup>a</sup>Telkom University, INDONESIA

<sup>b</sup>Universiti Sains Malaysia, MALAYSIA

Email of corresponding author: citrapuspitasari@telkomuniversity.ac.id

### Abstract

The idea of Indonesia becoming the center of influence in world Muslim *fashion* in 2020 by *Indonesia Islamic Fashion Consortium (IIIF)* is strongly feasible, where the industry has been growing significantly since 1990's (Warta Ekspor-Indonesia Ministry of Trade, 2015). This is an interesting phenomenon to be noticed, especially related to hijab (head cover) that has many designs and styles (Rahayu, 2016). Nowadays, hijab has reached a certain prestige as a globalization sign, a symbol of Indonesian Muslim towards other Muslim in another country in a modern world (Ibrahim, 2011). The latest hijab trend in Indonesia appears as a manifestation of paradigm shift of wearing hijab. There is *Hijabers Community* (HC), a Muslimah community founded in 2010 in Jakarta that accommodates hijab and Muslimah related activities. One of this community's taglines is "*From fashion to islamic studies, from hijab style to learning Islam, anything that will make us a better Muslimah insya Allah*". Referred to this tagline, through the design and style of hijab which displayed, HC wants to change the view of the hijab that is synonymous with traditional and ancient, into something modern, fashionable and dynamic (Setiadi, 2013). Some of the initiators of the community are fashion designers who become the influencers towards Indonesian Muslim fashion industry. This research focuses on how hijab design and style changed after HC has been founded in Indonesia and what kind of design aspects which influenced the changes.

Further, this is a qualitative research where primary data are gained through field observation and events, as well as interview with respondents HC member and fashion designer. While secondary data gained from related literature review. Finally, result of this research is classification of hijab design and style that is influenced by HC along with its elaboration and conclusion that are related towards the impact of these changes.

**Keywords:** design, hijab style, Muslim fashion, Indonesia

### 1. Introduction

The development of Muslim fashion Industry in Indonesia has grown rapidly in recent decades. These are supported by various factors such as the fashion designer, the economic level which improved, and the retail sector which has expanded significantly (Warta Ekspor-Indonesia Ministry of Trade, 2015). Therefore, all parties including the government, association and the Muslim fashion industries have optimistic sight on idea of Indonesia becoming the center of influence in world Muslim *fashion* in 2020. There are many factors which drive Indonesia Muslim fashion industries continues to grow. The demand for Muslim fashion keep going up and the growth of the communities like *Hijabers Community* change the view of hijab that has been synonymous with traditional thing into something modern, fashionable and dynamic (Setiadi et al, 2014) and there are many designs and styles of hijab in Indonesia after the founding of *Hijabers Community* (Rahayu, 2016) also there are differences between after and before of this

(Indarti, 2017). Based on that development, the authors are interested to know how hijab design and style changed after HC has been founded and what kind of design aspects which influenced the changes.

### **Problem Statement**

By virtue of the ideas above, the problems can be formulated in questions as follows:

1. Through the design and style of hijab which displayed, HC wants to change the view of the hijab that is synonymous with traditional and ancient, into something modern, fashionable and dynamic (Setiadi, 2013).
2. There are many designs and styles of hijab in Indonesia after the founding of *Hijabers Community* (Rahayu, 2016) and there are differences between after and before of this (Indarti, 2017)
3. The idea of Indonesia becoming the center of influence in world Muslim *fashion* in 2020 by *Indonesia Islamic Fashion Consortium (IIIF)* is strongly feasible, where the industry has been growing significantly since 1990's (Warta Ekspor-Indonesia Ministry of Trade, 2015). Beside the statement above, the Deputy Chief of Ministry of Tourism and Creative Economy is optimistic that Indonesia will soon become the center of mode of Muslim world in 2020 (Fildzah, et al, 2015).

#### **1.1 Research Question**

1. What kind of hijab design and style which developed by HC that synonymous with modern, fashionable and dynamic perceptions?
2. What are the changing of hijab designs and styles after the founding of *Hijabers Community*?
3. What are the impact of those changes which relate to drive the idea of Indonesia becoming the center of influence in world Muslim *fashion* in 2020?

#### **1.2 Purpose of the Research**

1. Describe the kind of hijab design and style which developed by HC that synonymous with modern, fashionable and dynamic perceptions
2. Describe the changing and classify the hijab designs and styles after the founding of *Hijabers Community*?
3. Analyze the impacts of hijab designs and styles changes and its relation on driving the idea of Indonesia becoming the center of world Muslim fashion in 2020

#### **1.3 Methodology**

This research is a qualitative research which use an object-based reseach method. As Wilson (1985) explained in Kawamura (2011), traditionally, the study of fashion and/or clothing has followed its methods of attention to detail. Object-based research examines minute details and channels through a series of acquired skills and interpretative methods. The researcher need to find the clothing object at the first and then identify it, conserve it, display it and interpret it.

Primary data are gained through field observation and events, as well as interview with respondents HC member and fashion designer. While secondary data gained from related sources from books, journals, internet will be used as additional references and to gain

knowledge and information. To complete the study references, source from magazine, newspaper, video report and television program will also be used to update information in the area of research.

## 2. Literature Reviews

### 2.1 Hijab Design and Style in Indonesia

According to Surat *Al-Ahzab* [33:59] of the Qur'an, Muslim women are obliged to put their hijab on the whole part of their bodies. It is this verse which is the reason for wearing hijab for Muslim women. The clothing of Muslim women must cover 'Aurat (whole part of head and body except face and palm), not be transparent, tight, and resembling men clothing.

Fildzah et al. (2015), Indonesia is one of the countries with the largest Muslim clothing market in the world and Indonesia ranked the second for Muslim clothing market after Turkey. Hijab industry in Indonesia has had many of raw materials markets, factories, designers, and capitals. The superiority of Indonesian hijab compared to other countries is that hijab styles of Indonesian Muslim women are more developing and more variable (Fig. 1.).





Figure 1. Hijab Design and Style in 1990s - 2000s

Source: Anne Rufaidah, 2009

Nasution (2014) said, unlike in Middle Eastern countries whose more rigorous dress rules for their Muslim women, Indonesia tends to be democratic and accepts a variety of varied Muslim fashion and hijab styles. Furthermore, Miranda (2014) and Mutiara (2017) also explained that the varied cultural heritage is potential resources and an advantage for Indonesian future Muslim fashion industries.

## 2.2 Elements of Design

Wong (1972) theorization begins with the list of elements of design, there are conceptual elements, visual elements, relational elements and practical elements.

The visual elements consist of:

- a. Shape : Anything that can seen has a shape which provides the main identification in our perception (Fig. 2)



Figure 2. Shape

Source: Wong, 1972

- b. Size : All shapes have size, size is relative if we describe it in terms of bigness and smallness, but it is also physically measurable (Fig. 3)

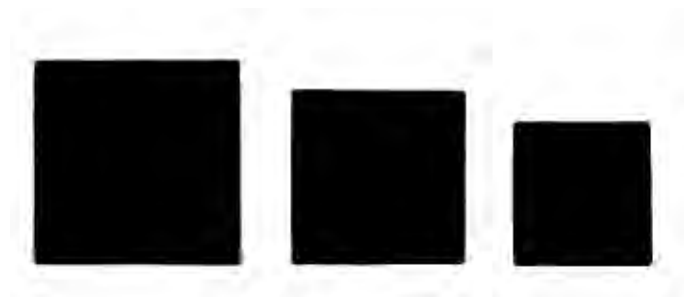


Figure 3. Size

Source: Wong, 1972

- c. Color : A shape is distinguished from its surroundings because of color. Color is used in its broad sense, comprising not only all the hues of the spectrum but also the neutrals (black, white and all the intermediate grays), and also all their tonal and chromatic variations (Fig. 4)



Figure 4. Color

Source: Adapted from Wong, 1972

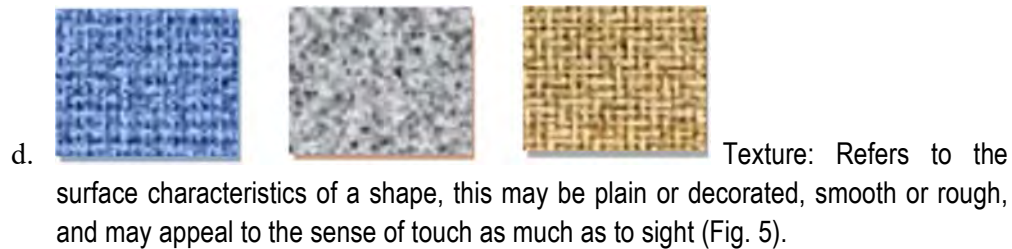
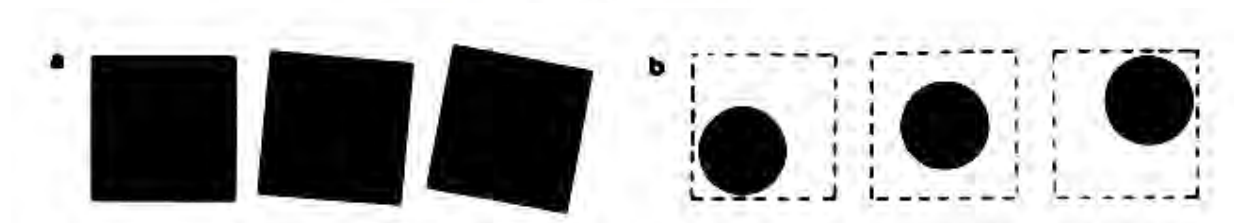


Figure 5. Texture  
Source: Adapted from Wong, 1972

Beside visual elements, there is relational elements which governs the placement and interrelationship of the shape in a design. Some are to be perceived, such as direction and position (Fig. 6); some are to be felt such as space and gravity (Fig. 7).

Figure 6. Direction (a) and Position (b)  
Source: Wong, 1972





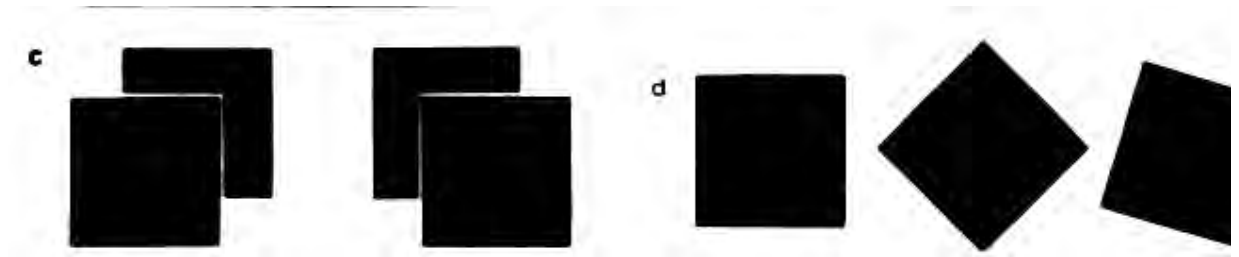


Figure 7. Space (c) and Gravity (d)  
Source: Wong, 1972

### 3. Discussion

#### 3.1 Hijabers Community

Nasution and Miranda (2014) explained that friendship and the desire to be better, are two things behind the forming of the *Hijabers Community* (HC) on November 27, 2010. Along with the time passing, this community spread to several big cities, such as Bandung, Yogyakarta, Padang, Aceh and Jakarta. The role of social media, such as Twitter and Facebook helps the spread of *Hijabers Community*. It has been more than 97.000 members who have indirectly joined this community (Fildzah, et al, 2015). Miranda (2014) stated that one of the most visible things of HC is the concern of its members towards their fashion and appearance. The purpose of this are they want to prove and campaign that women who wear Hijab may also appear to be modern and stylish (Fig. 8).



Figure 8. *Hijabers Community*

Source: femaledaily.com, July 2012

Kemala (2014) in Fildzah, et al (2015) explained that *Hijabers Community* has routine activities (Fig. 9) performed by this community are monthly recitation, “Hijab Day” event, social activities, etc.



Figure 9. *Hijabers Community* Routine Activities

Source: ketupatkartini.com, April 2016

Moreover, they has also held various talk shows, fashion shows, and hijab classes. Hijab class also becomes one of never missed activities by this community to support the expansion of hijab wearing in Indonesia.

### 3.2 Hijab Design and Style of *Hijabers Community*

Hijabers Community in 2012 compiled the hijab style which inspired by several contributors who are members of this community. Previously, HC socialized the unconventional hijab



style through hijab tutorial activities both online and offline in their routine activities. This hijab style compilation compiled into a book which is titled *Hijab Style by Hijabers Community*. The style can be divided into three parts of style, Kasual Inspirations; Formal Inspirations; and Special Occasion Inspiration. Below is a table that describes the inspiration for Hijab Style.

**Table 1. Classification of Hijab Design and Style based on Inspiration**

No	Kind of Inspiration	Description
1	Kasual Inspiration	<p>Visual elements of this inspiration describe that:</p> <ol style="list-style-type: none"> <li>The shape of hijab becoming more organic (not too geometric like before).</li> <li>For size aspect, it looked smaller.</li> <li>The color had chosen inspired from neutral and pastel color palette.</li> <li>Texture is determined of hijab fabric/material. It would be proper if the material have some character, such as mild and easy to drape.</li> </ol> <p>Relational elements of this inspiration describe that:</p> <ol style="list-style-type: none"> <li>The direction of this hijab style looked sideways from the face. This style quite different than the conventional before.</li> <li>The space of this inspiration is layering effect using one kind of material or more. It depends on the color combination.</li> </ol>
ss2	Formal Inspiration	<p>The character for formal inspiration is using material that show simplicity and elegant image. The specific material such as satin and chiffon appropriate for this style.</p> <p>The design composition principle while applying hijab is not to decorative.</p>

		
3	Special Occasion Inspiration	The differences between this inspiration and the other are about its texture and composition. For the shape and color have the same point like casual and formal. For this style, the keyword is confident to show boldness of application (accessories) that she wear. There will be more decorativeness on this inspiration style.
		

Source: Adapted from Hijab Style by Hijabers Community, 2012

### 3.3 Influencer on *Hijabers Community*

Fildzah, et al (2015) stated that the role of social media, such as Twitter and Facebook helps the spread of *Hijabers Community*. Beside those kind of social media, there are social media based on picture such as Instagram (IG) and Path, then social media based on video like Youtube, and social media based on writing, for examples are wordpress, blospot, etc.). There are some influencer from this community who succeed in branding their name and image as a Muslim fashion enthusiast.

#### a. Jenahara

Jenahara Nasution was a founder of Hijabers Community. Jakarta Fashion Week (2014) invited her as a Muslim wear designers, to join the programme. This program sponsored by Femina Group, the British Council and the London-based Centre for Fashion Enterprise (CFE). With Ria Miranda also Dian Pelangi, she nominated in Fashion Influencer at Asian Influencer Award 2017 which located in Kuala Lumpur, Malaysia. Diaz as the committee of 2017 Asian Influencer Award said, the design character of Jenahara is not only favored by women who wear hijab, but also by fashionistas who do not wear hijab daily. Her works could be absorbed by consumers in western countries and compete with other clothing categories.

#### b. Ria Miranda

Ria Miranda was named as Top Fashion Influencer at the Asian Influencer Award event

in Kuala Lumpur, Malaysia. With Jenahara, she formed Hijaber Community. She is a Muslim fashion designer whose design influenced Muslim Fashion Trend in Indonesia now adays.

c. Dian Pelangi

Dian Pelangi is one of Indonesian hijab designers who has gone international and she is one of the 12 international designers selected to exhibit their works in the Haute Arabia High Tea in 2014 in UK (Meghan, 2014). Fildzah et al (2015) stated that Turkey has many hijab fashion designers who are famous worldwide, but the adding value of Indonesian hijab fashion designers is that Indonesian designers like Dian Pelangi include Indonesian cultural elements in their design, so that it can be a specialty of Indonesian hijab.

#### **4. Conclusion**

The conclusion of this paper are:

- 1) The kind of hijab design and style which developed by HC that synonymous with modern, fashionable and dynamic perceptions are formed by the shape which is more organic and dynamic. Balancing of the composition is not focusing on symetric thing but also can be asymmetric. Layering the material using one piece or more veil whose color palette are neutral and pastel will be look modern and fashionable.
- 2) The changing of hijab design and style is formed because of the willness to not to follow conventional look. It would appear from the shape, size, color, texture and how those elements would be combine. Hijab design and style could be classified based on the inspiration. Those inspiration come from the purpose of wearing the hijab.
- 3) The changes of hijab designs and styles beside it impacts to how Muslimah wearing the hijab, it can also open another opportunity of many resources that Indonesia has. Muslim fashion industry in Indonesia is still growing and the designers who made hijab and Muslim clothing look extraordinary when compared to other countries because having their own characteristics. With the support of all parties (government, association, community, academic and fashion entrepreneur), Indonesia would be presents the effectiveness of marketing tools to introduce the products and Indonesian hijab designer worldwide. Therefore, the idea for Indonesia becoming the center of Muslim fashion industry in the world on 2020 will be achieved.

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# **The Conceptualization and Operationalization of Cultural Tolerance: Adopting Positive Psychology Perspective**

**Mitschel Lino<sup>a,\*</sup>, Intan H.M. Hashim<sup>b</sup> & Ricky Ricardo<sup>c</sup>**

School of Social Sciences, Universiti Sains Malaysia, 11800 USM - Penang, Malaysia.

Email of corresponding author: mitschel.mitschel@gmail.com

## **Abstract**

Tolerance is a concept commonly found in field of study such as sociology, political sociology, multiculturalism and liberalism, but not in positive psychology. This concept paper aims to conceptualize and operationalize cultural tolerance by adopting positive psychology perspective. It begins with reviewing past literatures on tolerance from various perspective and comparing the definitions, complexities, challenges and gaps. Through addressing the conceptual gaps of tolerance from various perspectives and taking into consideration the positive psychology philosophy and theories, a distinctive concept and operational definition of cultural tolerance from positive psychology are presented.

**Keyword:** cultural tolerance; positive psychology; intrinsic tolerance; autonomous tolerance.

## **1. Introduction**

The definition of tolerance from psychology perspective is one's ability to look at different angles at issues, to empathize with other's perspectives, to be open and to accept divergent cultures and others (Pacino, 2015). A tolerant society is indicated by its members' willingness to be attentive and to create a continuous as well as steady relationship with people who are different (Ahmad, Salman, Rahim, Pawanteh and Ahmad, 2013). From the past literature, tolerance is an established concept in many fields, such as, but not limited to; sociology, political sociology, multiculturalism, liberalism, but not so in positive psychology perspective. Yet, tolerance has been suggested as part of positive institutions that can potentially contribute to well-being and flourishing society (Seligman and Csikszentmihalyi, 2000). To further examine the concept of tolerance and to explore its potential as a positive construct, there is a need to conceptualize and operationalize tolerance, particularly from positive psychology perspective. Thus, this paper intends to conceptualize and operationalize tolerance by adopting the positive psychology perspective. It begins with exploration, comparison and discussion of tolerance from different school of thoughts, followed by the philosophy of positive psychology.

## **2. Literature Review of Studying Tolerance from Various Perspectives**

From sociological perspective, tolerance is defined as the link between tolerance subject and object, whereby the subjects are willing to accept the object's sociocultural differences in terms of visible and behavioral features, statements, and others (Matskovsky, 2004). In interethnic relations, tolerance constitutes two-pronged approaches whereby both ethnic minority and majority establish mutual understanding (Kuznetsov, 2003). Meanwhile, in political sociology, tolerance is defined as a submission to specific democratic principles (majority rule and minority rights) whereby both the proposing and opposing groups in the society coexist together regardless of contrasting goals and interest (Jackman, 1977). Both sociology and political sociology perspectives posit that tolerance to be viewed from external sources. In sociological perspective, tolerance is viewed from the connection among situational, societal, environmental,

social system and cooperation with subjective reality. From political sociology perspective, tolerance is seen from the degree of compliance to certain democratic principles especially from the opposing groups in a society. The two perspectives are looking at tolerance from the macro level and not taking into consideration the individual's perspective as a member of a society.

In multiculturalism, the act of tolerance is exemplified through accommodating different cultural communities and advocating fairness as well as equality (Kumar, 2011). However, one of the main challenges of this perspective is a misconception that everyone should be treated similarly due to perceived similarity in characteristics (Parekh, 2001). Human beings, despite sharing common identity, are differentiated by cultures. They are similar but different; the similarities and differences may cross (Parekh, 2001). It is an inaccurate assumption to think that all human beings are basically equal and only valuing a particular way of life. Those who do not live up to the prescribed value cannot be labelled as not merit equality or uncivilized. Therefore, the theory of equality based on the assumption of human uniformity is deemed philosophically incoherent and morally problematic (Parekh, 2001).

From multiculturalism perspective, toleration does not necessitate people to take in negative evaluation on different culture or belief and accept restraints in acting on that negative evaluation (Horton, 1996). There are no clearly defined choices of either a prohibition to criticize other cultures' practices ("multiculturalism") or acceptance on one's prejudices providing that they do not act on such behavior ("toleration") (Horton, 1996). Most importantly, the choices to implement toleration in multiculturalism must consider the actions that can be sensibly objected or the objectionable actions that can be tolerated. This indicates the complexities of tolerance from multiculturalism; firstly, the question of tolerance when people treat members of different cultures equally and disregard the specific customs and needs of the individual groups. Secondly, to what extent tolerant people can object certain cultures, allow others or restraint themselves to act out on the cultural practices/ beliefs that they disagree with.

On the other hand, liberalism argued that it stresses the relationship between individuals and their memberships in the society. An individual is seen as the foundation of a society, with autonomy and free will to act; including freedom of expression and conscience as well as association. Tolerance and respect for the rights of others are part of the required features liberalism (Kymlicka, 1995).

The concept of liberalism has promoted tolerance as one of its merits (Horton, 1996). However, the non-liberal critics argued that the liberals are tolerant solely on the subjects that they do not object. Consequently, the concept of ideal tolerance from liberalism is narrower than the liberals are willing to admit (Horton, 1996). Another argument to liberalism is that it has central argument around the neutrality concepts of the good (Horton, 1996). It is not possible to be tolerant with a negatively valued concept. While tolerance is viewed as part of the liberalism, the concept of tolerance is still not clearly defined and operationalized. In addition, the complexity of tolerance from liberalism is that whether people can be tolerant with cultural practices/ beliefs that they perceived to be negative or disagreed with. Moreover, there is also a question on whether people with tolerance from liberalism can be tolerant with others who are not tolerant (i.e., people who hold prejudice or discrimination towards particular cultural practices/ beliefs).

As for social psychology, Verkuyten (2010) proposed that tolerance can be conceptualized in multiple ways, such as; appreciating difference, adopting favorable attitude toward outgroups, demonstrating a lack of prejudice, enduring with something that one disagrees or is prejudiced against (Verkuyten, 2010). The term toleration implies that there is a group with unequal power

status in society to withhold a particular behavior. Thus, the majority's reaction to multiculturalism poses a significant impact on group relations (Verkuyten, 2010). Social psychology provides the clearest conceptualization of tolerance, yet it is still looking at it not as part of the positive constructs that can potentially contribute to societal and individual's well-being.

Tolerance is a complex concept in a culturally diverse society due to its highly debatable and multifaceted natures. For instance, a positive attitude towards an out-group does not necessarily mean acceptance towards the out-group's rights and practices (Verkuyten, 2010). Conversely, prejudice towards a specific group does not imply the rejection of specific rights and actions. In addition, one's positive affect does not automatically translate into unconditional acceptance of the culture of that group (Verkuyten, 2010). Furthermore, accepting different cultural beliefs in abstract does not automatically result in tolerating the public expression of the said belief or the actual cultural acts / practices (Vogt, 1997). Generally, the complexity of tolerance from social psychology is such that to tolerate is to allow, but it does not necessarily translate into refusal to judge or an unconditional acceptance of different cultural practices/ acts. This highlights how the conceptualization of tolerance must be carefully defined to address all of the above complexities.

The field of psychology has been putting a strong emphasis on the pathology model on humanity, i.e. the healing and repairing damage since the Second World War (Seligman and Csikszentmihalyi, 2000). Martin Seligman reintroduced positive psychology by trying to steer the focus of psychology into more positive development such as research on strength and well-being. It is normal for human beings to experience the ups and downs at any particular point of their life as both positive and negative experience are relevant aspects of humans' life. Thus, positive psychology aims to provide a balanced view in a way that it provides the positive aspects and simultaneously, does not negate the negative aspects of human life. Against this backdrop, tolerance can be viewed as part of the positive constructs that can potentially lead to well-being and flourishing individuals and societies.

Similarly, in the field of cross-cultural psychology, many focus have been given to the negative aspects of intercultural relationship such as prejudice, discrimination and racism but rarely on positive aspects such as tolerance (Lopez, Snyder, and Rasmussen, 2003). Due to the all-encompassing nature of human's nature, focusing and validating the issues alone without considering the strengths is not complete. The field of positive psychology has limited exploration on the cross-cultural field let alone tolerance. Thus, this paper intends to conceptualize tolerance adopting the philosophy of positive psychology.

#### **4. Summary of Research Gaps in Studying Tolerance**

From the above discussion, we summarize and argue that overall, the current perspectives of studying tolerance are not satisfactory because:

1. They do not address tolerance from individual's perspective.
2. Tolerance is not viewed as part of the positive construct.
3. Tolerance is still not clearly defined and operationalized.
4. Current approach of studying tolerance in positive psychology, especially in cross cultural context is still limited.
5. It is important to address all complexities that can be part of conceptualizing and addressing tolerance.

In addition, we also summarize the specific challenges and complexities of the concept of tolerance from each perspective:

6. In sociology, tolerance is viewed from macro perspectives; i.e. situational, societal, environmental and social system. In political sociology, to tolerate means to comply and submit to specific democratic principle, usually ruled by the majority group. In addition, it also means whether both the proponents and oppositions can live together and put up with differences in goals and interests.
7. In multiculturalism, the question is whether it is tolerance when people treat members of different cultures equally without considering the distinctive needs as well as the customs of individual's cultures.
8. In liberalism, the challenge is if people are tolerant with pluralistic cultural practices, whether they can still be considered tolerant if they cannot accept others who are prejudice/ intolerant of the said cultural practices.
9. In both multiculturalism and liberalism, the question is whether people are considered tolerant if they ignore, deny, refuse to judge or allow the manifestation of cultural beliefs/ practices that they deem unacceptable.
10. In social psychology, the question is if people have positive attitude towards any cultural beliefs, whether they can be tolerant of the real-life acts of the said cultural practices.  
For example, if people have a generalized positive attitude towards a controversial cultural practice such as circumcision, can they still tolerate the real-life act of circumcision carried out by certain group?  
This is also applicable vice versa, as in when people have generalized negative affect/ hold prejudice towards certain cultural beliefs, whether they will not allow that particular cultural practices in real life.

The overall arguments regarding the complexities of tolerance from different perspectives surrounds the question of unconditional acceptance of one's cultural beliefs versus practices. The present paper looks at tolerance from positive psychology perspective with an aim to achieve an intrinsic and autonomous tolerance. Below is the discussion of theoretical framework of positive psychology, followed by the conceptualization and operationalization tolerance adopting positive psychology perspective.

#### **4. Positive Psychology Theoretical Framework**

Albeit positive psychology has been mainly focusing on individual well-being, positive institution is a vital aspect in positive psychology such that there has been growing interest in community and organization (Seligman and Csikszentmihalyi, 2000). The theories related to the examination of positive psychology in community settings are model of sustainable happiness and self-determination theory.

The model of sustainable happiness suggests a possibility of creating sustainable increase in happiness. It is a hybrid model that incorporates six categories of well-being theories by Diener and Ryan (2009), including; telic (achievement or goal), top-down vs bottom-up, cognitive, evolutionary, temperament and personality, relative standards (comparison of other's and one's past and present standards) (Diener and Ryan, 2009). A person's happiness at a particular point in life, or chronic happiness, can be influenced by three factors; set point (nature/ genetic), life circumstances (nurture) and engagement in intentional activities (personal choice) (Lyubomirsky, Sheldon and Schkade, 2005). Both set point and life circumstances are fairly fixed and do not contribute to improvement in sustainable happiness. It is only the engagement in intentional activity that may affect chronic happiness (Boehm and Lyubomirsky, 2009).



Set point accounts for about 50% of individual differences in chronic happiness (Boehm and Lyubomirsky, 2009). However, due to its fairly fixed nature, it has no contribution to change the level of one's happiness. Life circumstances, contrary to popular belief of well-being, only contribute to around 10% of variance in chronic happiness (Diener and Ryan, 2009). Examples of one's life circumstances are; nationality, demographics, personal experiences, life status, among others.

One's engagement in intentional activity, therefore, offers the most hopeful element in changing chronic happiness, for up to 40% (Lyubomirsky, Sheldon and Schkade, 2005). Intentional activities comprise of committed and effortful acts which may be behavioral, cognitive, or motivational. Next, Self-Determination Theory (SDT) is a theory of motivation that is interested in supporting human's natural or intrinsic orientation in behaving effectively and healthily (Deci and Ryan, 1985; 2000, Ryan and Deci, 2000). Deci and Ryan proposed that SDT is an organismic dialectical approach; the word dialectic here refers to the interrelationship between humans and their social contexts. It means that humans are active organisms with evolved initiatives in growing, overcoming challenges, and learning and integrating from experiences. These human's senses of volition and initiative, well-being and performance quality, however, requires supports and interplay of social and cultural factors in assisting or hampering (Deci and Ryan, 1985; 2000, Ryan and Deci, 2000). The three important conditions in SDT are: (i) Autonomy: having choice and control over behavior that is intrinsically oriented, (ii) Competence: feeling of effectiveness in accomplishing a task, and (iii) Relatedness: sense of belonging with other people.

### **Conceptualization and Operationalization of Cultural Tolerance Adopting the Positive Psychology Perspective**

By integrating the abovementioned theories and addressing the research gaps no. 1-5 (see section 3), the concept of cultural tolerance in the present paper is most appropriately derived from the combination of Self-Determination Theory (SDT) and model of sustainable happiness. The individuals are in control of their motivation to tolerate in order to interact effectively with their communities and to form connections and positive relationship. The final goal is to achieve sustainable happiness and to achieve a sense of communal well-being.

In this study, tolerance is examined from individual's perspective. Although it sets to examine tolerance as a practice within a particular society, the main source of analysis is individual's perspective. This is to address the current research gaps within sociological approach to studying tolerance that tends to focus on societies and groups. This is also consistent with the Self-Determination Theory (SDT) that suggests "human's natural or intrinsic orientation in behaving effectively and healthily".

This paper also views tolerance as part of societal strengths. This is consistent with positive psychological approach that puts more emphasis on the strengths of the individuals and the societies.

The operational definition of tolerance from positive psychology perspective is individuals are viewed as in control of their motivation to accept people who have different cultural background and practices in order to interact effectively with their communities and to form positive relationships. This helps refined the definition of tolerance further by focusing on specific kind of tolerance (i.e. tolerance of cultural practices)

Positive relationships, in turn, contributes to sustainable happiness and to lead to a sense of communal well-being. In this way, tolerance further operationalized in a way that it can predict

future positive outcomes. The two main outcomes here are positive relationships in the society and individual and societal well-being.

## **Discussion and Conclusion**

The present concept and operational definition of cultural tolerance adopting positive psychology perspectives is quite distinctive from that of other perspectives. In addition to the implementation of positive psychology theoretical framework, the distinction is also derived from addressing the conceptual challenges and complexities of tolerance from other perspectives (see section 3). Cultural tolerance adopting positive psychology has addressed the conceptual complexities of tolerance (see section 3). To address no. 6 and 7, in contrast to tolerance from sociology, political sociology and multiculturalism, it is not a tool of compliance to the majority's rules and racial color blindness. Subsequently, to address no. 9, as opposed to tolerance from both multiculturalism and liberalism, the intrinsic nature of tolerance from positive psychology indicates an effort to accept that arises from motivation to understand the different ethnic values. It is not to accept due to ignorance, indifference, refusal to judge or allowing unacceptable acts or acceptance of objectionable behaviors so long as not imposing on them. Lastly, to address no. 10, unlike tolerance from social psychology, the attitude and action of the person practicing tolerance from positive psychology are parallel with each other, because the act of tolerance is stemmed from autonomy and understanding, not due to societal pressure.

However, there is a limitation to the present concept of cultural tolerance in addressing conceptual complexities of tolerance (see section 3). As for no. 8, when compared with tolerance from liberalism, there is no such indication of whether people are still considered tolerant if they cannot accept others who are intolerant. This indicates the limitation of the conceptualization and operationalization of cultural tolerance in positive psychology in the present paper.

Cultural tolerance adopting positive psychology perspective shares certain similarities with its counterpart from different school of thoughts. It is similar with that of sociology and political sociology perspectives such that it shares the element of mutual acceptance and understanding between two groups of people from different ethnicities. It is also comparable with that of liberal multiculturalism in a way that it recognizes the individual's unique identity while simultaneously acknowledges the shared ethnic group values. This is achieved through understanding individual's standing in their membership within an ethnic group. Aligned with Lopez's, Snyder's and Rasmussen's (2003) suggestion on the examination of human strength, a person with tolerance in positive psychology also considers the interaction among the person, environment and culture.

On the other hand, there are differences between cultural tolerance in positive psychology from that of other perspectives. Unlike tolerance from political sociology perspective, it does not mean putting up with the shared civil rights regardless of conflicting individual's interest. It neither complies with the liberals' notion of overemphasizing on individualism and tolerating only subjects that they do not object, nor the multiculturalists' stance on treating all human beings equally due to perceived similarities. Cultural tolerance in positive psychology is a display of inherent human's behavior resulting from understanding, not forbearance, conditional tolerance or indiscrimination.

As a novel attempt to conceptualize cultural tolerance, it has both similarities and differences from the established concept of tolerance from different disciplines. Moreover, it is a unique but definitely not an all-encompassing concept; it possesses both the strengths and limitations in

addressing the conceptual gaps from the past literatures and various school of thoughts. Nevertheless, the ultimate aim of the present conceptualization and operationalization of cultural tolerance is to align with positive psychology emphasis on achieving a well-rounded mission on not just focusing on the illness or prevention, but also the strength aspect. In the end, we argue that our proposed conceptualization of tolerance is clearer, has predictive power and addresses most of the existing research gaps.

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## **Ergonomic Perspective : Driving awkward body posture cause health problem among older taxi driver's in Malaysia**

**Irwan Syah Md Yusoff<sup>a</sup>, Ahmad Zuhairi Abdul Majid<sup>a</sup> , Shamsul Bahri Mohd Tamrin<sup>b</sup>**

<sup>a</sup>School of Arts, Universiti Sains Malaysia, Pulau Pinang, Malaysia

<sup>b</sup>Faculty of Medicine and Health Science, Universiti Putra Malaysia, Serdang, Malaysia

Email of corresponding author: c\_ton83@yahoo.com

### **Abstract**

World Health Organization (WHO) describe people who age above 60 years old falls into a category of older. Therefore, a Older community may continue to serve their services to others jobs after pension or looking light works accordance to their ability or do as a part-time job to support family economic financial and to sustain life in the challenging world. The alternative profession could involve with this community is to be taxi driver. Therefore, numerous factors should take part to ensure the older taxi drivers could serve their best performance and in good health condition. This paper aimed to drive awkward body posture cause health problem among older taxi drivers in Malaysia. A cross-sectional study was conducted with older taxi drivers using a self-administered questionnaire. It included questions on socio-demographic data, work characteristics and discomfort older taxi drivers seating posture relative to body parts (Likert scale). Purposive method sampling used base on inclusive criteria; age 60 years old and above, self-driving taxi more than 1 years, no disabilities and register with Land Public Transport Commission (LPTC). SPSS software version 2.0 used to analyze data. Total of 120 respondents participated in the study. Most of older taxi driver used hired car (76.7%) type of taxi and work as a permanent job (93.3%). More than half (53.7%) work as self-employed and smoking (55.0%). More than half respondents (76.7%) having feeling back pain past 12 months and 67.5% feeling back pain last seven days. The lower body parts potentially having musculoskeletal disorders (MSD's) symptom and low back pain (LBP) injuries. Inappropriate seating posture among older taxi drivers may cause to discomfort and developing to MSD's. The low awareness on ergonomics education could reflect quality lifestyle and health among older taxi drivers in Malaysia.

**Keywords:** older, taxi driver, awkward posture, ergonomics

### **1.0 Introduction**

Recently, Malaysia is now facing challenge to the changing of the demographic profile of the population. Malaysia's population in year 2000 approximately 23.3 million and this number will be continued raise year by year to achieve vision 2020. Expected the ageing community may continue serve their services even though after pension, this influenced by their past an environment. Besides that, older people need specific consideration to sustain their life according to ability and capability in the challenging world. However the ageing issued should take place to discuss at the mainstream level specifically on transport manners.

The alternative professions could involve these communities are to be a taxi driver. Many factors influenced older people to choose to be a taxi drivers; to sustain life according with limited ability and capability in challenging world, light job and easy to handle, less energy, low cost, no specific requirement (standard licensed), no specific regulation (Malaysia laws) and had an experienced driving on commercial car or private car. In peninsular Malaysia at the year 2013 in total 60,472 taxi drivers which is 59,174 (98%) male driver taxi and only 1,298 (2%) female taxi drivers (SPAD, 2013). According to data in the year 2014 from Land Public Transport Commission (LPTC), approximately 64,547 registered taxi drivers in Malaysia.


A lot of factors make elderly taxi drivers distinct from other professions in term of exposure values when working with MSD related jobs. Firstly is the time factor; the previous study stated that most of the taxi drivers spent longer time in driving compared to other driving profession -professional driver ;lorry driver, bus driver, train driver (Figà-Talamanca et al.1996). According to Yang Y. et al. 2014, average working time is 10.5 hours per day for 6.4 days per week, and individual taxi drivers spent an average of 3.5 hours waiting for passengers each day. The second factor is related to the space between a taxi and other vehicles (Chen, J. C.,et al.,2005). The confined space of taxi may develop stains on lower back posture at lumber spines, which make taxi drivers at a higher low back pain and other MSDs (Chen, J. C.,et al.,2005). Several researchers like Bovenzi and Zadini 1992; Chen et al., 2005; Funakosh et al., 2004, and SBM Tamrin et al. 2007 found other occupational factors such as whole-body vibration, long working hours, limited driving space, total mileage, long distance driving, monotonous driving, time employed as a taxi driver, job dissatisfaction, and job stress may contribute injuries on low back pain and also related to MSD in generally. The taxi drivers have a high risk of damaging the human biological clock rhythm and a risk of fatigue, depression, tension, insomnia and others diseases (Yang, Y. et al.,2014).

Ergonomics is one of the significant factors to consider in designing a seat. Drivers seat such as seat pans, seat inclination, sitting without lumbar support and awkward body posture bending during driving were reported in musculoskeletal disorders (MSD's) on lower back pain. According to Kroemer et al. 2017, ergonomics is the application of scientific principles, methods, and data drawn from a variety of disciplines to the development of engineering systems in which people play a significant role. One of the most important contributions that ergonomics can provide to the automobile design process is information of the physical size of driver, and his/her preferred postures (Porter et al., 1998). A comfortable and safe driver's seat plays a very important role in car design and fabrication. As mentioned by Na et. al. (2005), drivers comfort was as important as the functional and aesthetic design of automobiles since users were more and more concerned about safety and comfortable driving. Current bundling of the knowledge on comfort and discomfort has been limited, while the need for this knowledge is crucial since people use products related to comfort every day (Vink et al., 2012). The application of ergonomics in ensuring comfortable and safe posture for older taxi drivers to ensuring better lifestyle and minimize the health problem on work-related musculoskeletal disorders (WMSD's).The main objectives of this study were to discuss on driving awkward body posture effect to health problem among older taxi drivers in Malaysia perspective through ergonomic review.

## 2. Methods

The design of this study was a cross - sectional survey using a questionnaire to investigate characteristics of driving background and association risk factors with awkward body posture on seat desgim among older taxi drivers in Malaysia. A purposive sampling was chosen and 120 respondents participate in the study. Criteria sample has been choose; age above 60 years old, driving experience at least 1 years to be taxi drivers, registered with LPTC, who had a history of major surgery or history of neurological problems were excluded. The taxi drivers was attended any courses or training related with occupational health and also making part time job as taxi drivers and driving less than 4 hours per-day were excluded. Types of taxi services involves only budget car and hired car. Every respondents in Malaysia age into 60 years above drive taxi budget and hired car with standard seat design without modified the seat drivers are involves directly into study (Figure 1). A small token offered as an acknowledgment in the form of gifts for those completed the survey. The survey took approximately 10 -15 minutes per- person to complete.

A self-administered questionnaire which was designed for this study was distributed to the participants. The interview was conducted one to one with older taxi drivers to obtain good results and minimize misinterpretation. The questionnaire was divided into three sections. The first part of the questionnaire included questions on socio-demographic factors. The second part included questions on characteristics of older taxi drivers such as total pick up passengers per day, resting time, working hours and other variables related to driving background. The third section involved a questionnaire related to characteristic driver seating arrangement check list which is the questionnaire adapted and adopted from APHS Ergonomics Work Health Loughborough University.

<u>Kelas Teksi</u>	<u>Teksi</u>			<u>Lapangan Terbang</u>
<u>Jenis Perkhidmatan</u>	<u>Bajet</u> 	<u>Premier</u> 	<u>Eksekutif</u> 	
<u># lesen</u>	39,056	170	2,884	2,226
• Individual	18,759 (48%)	-	957 (33%)	435 (20%)
• Company	20,297 (52%)	170 (100%)	1,927 (67%)	1,791 (80%)
<u>Mekanisme Kadar Tambang</u>	• <u>Bermeter</u> (Jarak & Masa)	• <u>Bermeter</u> (Jarak & Masa)	• <u>Bermeter</u> (Jarak & Masa)	• <u>Zon</u> (Jarak sahaja)
<u>Kawasan Operasi</u>	• <u>Lembah Kelang</u> • <u>Johor Bahru</u> • <u>Pulau Pinang</u>	<u>Lembah Kelang</u>	<u>Seluruh Semenanjung Malaysia</u>	<u>Lapangan Terbang tertentu</u>

[Figure 1: Break down of Taxi Services] (Source : SPAD, 2014)

The interview was conducted in parking places of bus station, train station, shopping malls and taxi stand areas (Figure 2). All selected taxis were chosen in this study as they were registered with SPAD under taxi services that inclusively the budget and hired car. According to the statistic year 2014, budget taxi services (61.2%) and hired car (26.6%) that are the most highly registered with SPAD compared to other categories. Besides that, these taxi types are classified as economy taxi and the car seat design underlined in standard/normal specification compared to other taxi services (Figure 2). The analysis was performed using SPSS software version 20. Descriptive statistical were obtained for all the variables and chi-square test analysis used to review the association factors with seating awkward body posture.



Figure 2 : Sampling location - 1: bus station, 2: hypermarket, 3 : taxi station

### 3. Results

Table 1 showed characteristic older taxi driver, mean ( $\pm$ SD) age of the respondents was  $64.7 \pm 4.0$  years and age ranged from 60 to 77 years old. Most of elderly taxi drivers were aged between 60 to 65 years old (60%). The majority (93.3%) of respondents worked as a full-time taxi drivers and work as self-employed (56.7%). Mean income per-month RM  $1383.3 \pm 874.3$  from RM200 to RM4000. The smoking status almost equal between answer yes or frequent (55.0%) and no or never (45.0%). Half (52.5%) of older taxi drivers take rest in a week and majority (84.2%) of them



total hours driving per-day more than 8 hours and average hours driving more than 56 hours per-week. Distance driving in per-week more than 250km were 75.8%. Less than half (45.8%) never driving taxi until mid-night. However only 15.8% always stay until mid-night. Over than 76.7% complained having back pain last 12 months and also 67.5% reported feeling back pain in the past 7 days. The taxi drivers agreed (89.2%) the feeling back pain caused by their work environment. Most of them always (95.0%) carry passengers' luggage into trunk . The total highest driving experience as taxi drivers were 44.2% which is more than 16 years and above.

**Tables 1: Characteristics older taxi driver**

Factors	N (%)	Mean ±(S.D)	Min	Max
<b>Age</b>		64.7± 4.0	60	77
60>65	72(60)			
>66	48(40)			
<b>Current jobs</b>				
Full time	112(93.3)			
Part time	8(6.7)			
<b>Jobs sectors</b>				
Company	52(43.3)			
Self - employed	68(56.7)			
<b>Income per-month</b>		1383.3 ±874. 3	200	4000
<b>Smoking status</b>				
Yes/frequent	66(55.0)			
No/never	54(45.0)			
<b>Take rest per-week</b>				
Yes	63(52.5)			
No	57(47.5)			
<b>Total hours driving per-day</b>				
1>7hours	19(15.8)			
>8 hours	101(84.2)			
<b>Carry luggage into trunk</b>				
Yes	114(95.0)			
No	6(5.0)			

<b>Factors</b>	<b>N (%)</b>
<b>Past 12 month feeling back pain</b>	
Yes	92(76.7)
No	28(23.3)
<b>Past 7 days feeling back pain</b>	
Yes	81(67.5)
No	39(32.5)
<b>Feeling back pain cause of job</b>	
Yes	107(89.2)
No	13(10.8)
<b>Total driving experience</b>	
1>5 yrs	32(26.7)
6>15yrs	35(29.2)
<b>Average hours driving per-week</b>	
48-56 hours	15(12.5)
>56 hours	105(87.5)

N=120

Table 2 result showed awkward body posture on seat design among older taxi drivers risk factors, analysis socio-demographic elderly taxi driver has significant relationship with BMI-  $25 \geq 40$  ( $X^2:4.31$ ,  $p: 0.03$ ) and smoking status – yes ( $X^2:4.22$ ,  $p:0.04$ ). However, analysis characteristic older taxi drivers has significant relationship with driving until mid-night – always ( $X^2:5.97$ ,  $p: 0.01$ ), past 12 month feeling back pain- yes ( $X^2:5.64$ ,  $p: 0.01$ ), past 7 days feeling back pain- yes ( $X^2:14.10$ ,  $p: 0.00$ ), feeling back pain cause of job-yes ( $X^2:5.10$ ,  $p: 0.02$ ), carry luggage into hood-yes ( $X^2:16.44$ ,  $p: 0.00$ ), Back rest provide support along the length of back- yes ( $X^2:5.40$ ,  $p: 0.02$ ), Head restraint height near the top of head- yes ( $X^2:4.28$ ,  $p: 0.03$ ) and Size of seat design influence to driving comfort- yes ( $X^2:10.74$ ,  $p: 0.00$ ). Only a few variable; average hours driving per-week, average distance driving per-week, total driving experience, Seat adjustment easy to control and Seat length put pressure on the back of knee or calves not contributed to discomfort body posture on seat design among elderly taxi drivers in Malaysia.

Variables	Awkward body posture on seat design		Chi Square value (X <sup>2</sup> )	P value
	Yes (%)	No (%)		
<b>Past 7 days feeling back pain</b>			14.10	<b>0.00**</b>
No	25.8	6.7		
Yes	66.7	0.8		
<b>Feeling back pain cause of job</b>			5.10	<b>0.02**</b>
No	8.3	2.5		
Yes	84.2	5.0		
<b>Carry luggage into hood</b>			16.44	<b>0.00**</b>
No	2.5	2.5		
Yes	90.0	5.0		
<b>Total driving experience</b>			0.22	0.63
<5 years	24.2	2.5		
>5 years & above	68.3	5.0		
<b>Seat adjustment easy to control</b>			2.16	0.14
No	32.5	0.8		
Yes	60.0	6.7		

Tables 2: Risk factors with discomfort body posture on seat design (Chi Square test)

Variables	Awkward body posture on seat design		Chi Square value (X <sup>2</sup> )	P value
	Yes (%)	No (%)		
<b>BMI</b>			4.31	<b>0.03**</b>
≤15 ≥ 25	43.3	0.8		
25≥ 40	49.2	6.7		
<b>Smoking status</b>			4.22	<b>0.04**</b>
Yes/frequen	53.3	1.7		
t				
No/never	39.2	5.8		
<b>Average distance driving per-week</b>			1.82	0.17
≤150km	2.5	0.8		
≥151km	90.0	6.7		
<b>Driving until mid-night</b>			5.97	<b>0.01**</b>

Not frequent & never	80.0	4.2		
Always	12.5	3.3		
<b>Past 12 month feeling back pain</b>			5.64	<b>0.01**</b>
No	19.2	4.2		
Yes	73.3	3.3		
<b>Back rest provide support along the length of back</b>			5.40	<b>0.02**</b>
No	79.2	4.2		
Yes	13.3	3.3		
<b>Lumber curve supported without any points of pressure or gaps</b>			0.56	0.45
No	72.5	6.7		
Yes	20.0	0.8		
<b>Size of seat design influence to driving comfort</b>			10.74	<b>0.00**</b>
No	4.3	2.6		
Yes	88.0	5.1		

Variables	Awkward body posture on seat design		Chi Square value (X <sup>2</sup> )	P value
	Yes (%)	No (%)		
<b>Seat length put pressure on the back of knee or calves</b>			0.87	0.77
No	46.7	4.2		
Yes	45.8	3.3		
<b>Head restraint height near the top of head</b>			4.28	<b>0.03**</b>
No	30.0	5.0		
Yes	62.5	2.5		

N = 120

\*\*Significant  $p < 0.05$

#### 4. Discussion and conclusion

In this study, more than half age of respondents ranged between 60 to 65 years old and previous study conducted by Welch et al. 2009, low back pain occurs between 30 to 50 years old and approximately cost 30 percent of expenditure due to soft tissue damaged. According to Pruesser et al. (1998), ages within 65 to 69 years old driver were 2.26 times higher at risk of a fatal multi-vehicle crash compared to 40- 49 old drivers. Almost equal older taxi drivers work as full time and self-employed to sustain their life and family well-being, compared to previous studies taxicabs in Nigeria which are 85% of taxi drivers engaged in business driving as means of living (Onawumi et al. 2012). Results of income per month for elderly taxi drivers in Malaysia was RM 1383.00 have showed different that a study by AL- Dubai et al. 2012, that taxi drivers income in Malaysia are more than RM 2000.00. The smoking results are not significantly different with the previous study by AL-Dubai et al. (2012). In addition, socio-demographic and individual factors as age, gender, smoking status, sleeping disorders, lack of exercise and health status (BMI) were found to be associated with MSD problem on LBP among taxi drivers (Magnusson et al., 1996; Miyamoto et al., 2008; Hulshof et al., 2006). However, result showed significant relationship between smoking status and BMI (obese) with discomfort body posture on seat design compared to others variables.

This study also found risk factors of discomfort body posture on seat design those who worked more than eight hours daily compared to those driving less working hours has no significant relationship. This finding was consistent with that found by Miyamoto et al. (2008), driving long hours and driving until late night has significant relationship with discomfort body posture on seat design. The result has similarity previous research, driving taxi for more than 12 hours per day and driving with continues mode at least 5 days per week were contributes to increasing prevalence health problem (Abledu JK and Offei EB, 2014). More times spend to pick-up and waiting for passenger daily or per-week lead to low back pain injury (Miyamoto et al. 2008). Researcher Tamrin et al. (2007) stated, monotones in long distance driving influenced to factors lower back pain and other injuries related to MDS which means that results showed (75.8%) older taxi drivers driving more than 250km per week may potentially lead to developing of body muscle problem. However this showed no significant relationship between driving taxi more than 150km per week with awkward body posture on seat design compared to previous study from Diamantopoulou K et al. 1996, older drivers aged over 75 years old are more likely to be involved to serious injury per kilometer compare to other age groups. The study found that the past 12 months having back pain among taxi drivers in Malaysia was 76.7% and the past seven days 67.5% and discomfort body part maps showed back body parts have higher complaints with pain and very discomfort compared to others parts. Similar to that was also found in previous research in Japan and Taiwan, which the prevalence of lower back parts among taxi drivers was 45.8% and 51% respectively (Funakoshi et al., 2003 Chen et al. 2005). According to Peter and Ullrich MD (2009), 51% of taxi drivers found low back pain in the past 12 months and the result showed similarity older taxi driver having back pain past 12 month has significant relationship with awkward body posture on seat design. There are no different from the result showed significant relationship with discomfort body posture on seat design. Longer years working experience as taxi drivers are related to discomfort in this study. Elderly drivers within 6 years to 15 years driving may potential to have problems on body parts. The previous study among professional drivers found a significant association between low back parts and duration of employment as a bus driver (Tamrin et al., 2007). However, some author studies on taxi drivers did not find such relationship (Chen et al., 2005) and have similarity from the result that was no relationship for duration of driving as a taxi driver. The older taxi drivers have relationship between discomfort body posture on seat design and feeling back pain because of their work and carry luggage into the trunk. Most of taxi drivers suffer from the work-related disease, these users have a high risk

of damaging the human biological clock rhythm and are at risk of body injuries; low back pain, neck disorder, carpal tunnel syndrome, and depression, tension, fatigue, insomnia and other diseases (Yang Yet al. 2014). The previous study reported that taxi drivers spent longer time in driving than other professions (Raanaas and Anderson 2008; Talamanca et al., 1996; Dalziel and Rob 1997). The characteristic car seat design showed significant relationship on back rest provide support along the length of back, head restraint height near the top of head and size of seat design influence to driving comfort with awkward body posture on seat design among older taxi drivers. The result supported from previous researcher, Grandjean E (1989) car seat comfort has a strong relationship with the postural support characteristic of the driver's car seat; therefore, it is important to design a car seat that can contribute towards comfort and seating adjustability. Other occupational factors such as whole-body vibration, long working hours, cramped driving space, shocks due to road surface, total mileage, experienced taxi driver, job dissatisfaction and job stress have been found as additional important determinants of low-back pain among taxi drivers (Bovenzi and Zadini 1992; Chen et al., 2005a; Funakosh et al. 2004).

In general, this study give us the preliminary characteristic perspective among elderly taxi drivers especially to identify relationship and risk factors that may cause to injury or pain on sitting posture due to discomfort seat design in Peninsular Malaysia. The insufficient sample size may effect to the result for representing population of elderly taxi driver in Malaysia. More exploration needed to investigate this topic that will benefit to taxi drivers especially the elderly community to improve their life and safety. Through ergonomics intervention approach shall reduce MSD related problems that give us some concrete base to do further research on this topic.

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## **Determining Motivation Factors Among Special Education Teachers In Teaching Students With Special Needs**

Faidz Ikhwan Rodzi, Nur Hidayah Mukhlis & Nursuria Mahrif

Faculty of Administrative Science and Policy Studies, UiTM Sarawak Campus Samarahan 2,  
Sarawak, Malaysia

Email of corresponding author: [nursuriamahrif@sarawak.uitm.edu.my](mailto:nursuriamahrif@sarawak.uitm.edu.my)

### **Abstract**

The training of Special education teachers have been given attention by the Ministry of Education, Malaysia. According to Sufean (2004), since 1996 special education was given the same priority as other areas in the development of education in Malaysia. In order to implement effective teaching and learning in special education program as well as to motivate them in teaching special need students, teachers should be prepared and understand about the program itself. Therefore, this study is aimed to investigate factors that contribute to the motivation among special education teachers in teaching students with special needs. This study aims to investigate contributing factors of motivation levels among special education teachers toward the special needs children. Maslow Theory of Needs comprises of five (5) main predictors to determine the level of motivation among special education teachers which are physiological, safety, love and belongingness, esteem, self-actualization is applied as the instrument in this study. Since this is a concept paper, the result used is from 31 teacher respondents of Integrated Learning Disability of Special Education Program at Sekolah Kebangsaan Laksamana, Kuching.

**Keywords:** special education teachers, motivation, special need students

### **Introduction**

Teaching is a noble profession and honored by the community for the tremendous role in developing knowledge and behavior of the society. According to Sufean (2004), the effectiveness of teaching is closely related to the ability and motivation of teachers to accomplish their responsibilities towards students, schools and communities. The effectiveness of this profession should be enhanced in the aspect of knowledge in a particular field as well as teachers' motivation in teaching. Therefore, the role of special education teachers is essential to ensure students with special needs gain the opportunity to experience positive changes in education. This is in line with the concept of education for all by providing opportunities and services for all students with special needs such as those having visual impairment, hearing problems and learning disabilities.

Basically, there are three major programs under Ministry of Education which are Program for Visually Impaired Students, Program for Hearing Impaired Students, and Special Education Integrated Program in regular schools (Taib, 2014). Special education program's goal is to provide equal educational opportunities to all students regardless their disabilities. The objective of Ministry of Education through the Education Development Master Plan is to ensure that all schools and students have equal opportunities and capabilities to excel.

However, despite all the programs provided by government to ease the journey of special needs students in education, these accommodations will not be effective if the execution are not being well taken care of. This emphasizes on the effectiveness of teaching strategy among teachers who are going to teach students with special needs. The issue of teachers who are being ineffective in their teaching are being arises due to the lack of motivation among them to teach special needs students (Mohd Ali, Abdullah, & Abdul Majid, 2014). Their lack of motivation to teach will then lead to the inability to achieve the standard set by the government as well as

unable to meet the expectation towards the students.

Special education teachers need to realize that students with special needs are way different than normal students where they are most likely to have more complex personality and identity. That is why they need to be taught in a different way by using appropriate techniques where this require the teachers to have ample knowledge and experiences. They must also undergone specific courses during preparatory level so that they will get used to the environment before entering the special education school (Bari, Mohamad Yasin, & Hamzah, 2014).

This study has adapted Maslow's Theory of Motivation comprises of five (5) main predictors to determine the level of motivation among special education teachers which are physiological, safety, love and belongingness, esteem, self-actualization.

### **Statement of Research Problem**

Teachers in Malaysia are comprises of New Curriculum for Primary School (KBSR) and Integrated Curriculum for Secondary School (KBSM) certificate holders who are responsible to determine the future of education system in our country (Ismail Hussein Amzat , 2017). They possess variety of responsibilities such as planning and preparing the teaching modules, acting as managers, counsellors, disciplinary advisor as well as possessing respected personality. All these are expected from the teachers in order to meet the level of professionalism in teaching profession (Thai & Yasin, 2016).

Therefore, there are few unhealthy psychological factors among teachers that need serious attention and have to be taken into account, such as work attitude, relationships between colleagues, relationships between the management and teachers, work commitment and satisfaction, engagement with students' parents and career development which in turn will give negative impacts towards their motivation to teach (Hamzah, et. al, 2008). These psychological factors have direct interactions with the mental wellness that is derived from the experiences and also have crucial influence on one's perceptions towards all work situations or related matters.

Another problem occurred when special education teachers tend to show some negative attitude while working, such as coming late to class, not completing students' report and assessment on time and tend to neglect their students' welfare, indicating they already feel demotivated to pursue their role as special need students educator (Ismail Hussein Amzat , 2017). Trainee teachers are unclear and lack of understanding in matters pertaining to their functions and responsibilities in school. This may be due to lack of exposure and training facilities before entering the school (Mohd Ali, Abdullah, & Abdul Majid, 2014). They might be equipped with theoretical training pertaining to standard conduct and culture, but not being exposed to the real environment to feel the real challenges of teaching special needs students (Golder, Norwich, & Bayliss, 2005).

Leadership is deemed to be considered as another problem. This factor contributed significantly towards the quality of teaching special education teachers. The problem occurs when they do not receive proper supervisions from either colleagues or school authority, assuming that they have already done their best to teach the students even if the results are not favorable (Golder, Norwich, & Bayliss, 2005). Another matter is teachers in special education school are less conscientious in providing encouragement and moral support to their students as that is not regarded as part of their duty and it has not been mentioned in their job description (Ori Eyal & Guy Roth, 2010).

## Objectives

The study conducted is based on the following objectives :

1. To determine relationship between predictors (physiological, safety, love and belongingness, esteem, self-actualization) towards motivating special education teachers in teaching special needs students.
2. To determine the influence of gender on the motivation among special education teachers in teaching special needs students.
3. To determine the most dominant factor which can motivate special education teachers in teaching special needs students.

## Methodology

The design of this study is descriptive in which questionnaires were used. A descriptive study will provide ideas and information about a situation at a particular time, as well as to describe the future plans (Wiersma, 2000). It is also the most popular method among researchers. This is because questionnaires are easy to be administered after they have been constructed. Besides, the data is can also be easily processed for analysis. The questionnaire method is the most appropriate technique to collect data in a research that uses survey. The data collected will then be processed and analyzed. All data from respondents' feedback will be compiled for analysis by using Likert method. According to Gay (1981), survey method in education involves gathering information from students, teachers or those involved in the educational process.

A questionnaire were developed based on research objectives and a pilot study has been conducted to 30 respondents which include the teachers of Integrated Learning Disabilities of Special Education Program in Sekolah Kebangsaan Laksamana, Kuching before the real study is conducted. The main goal of conducting a pilot study is to test the level of reliability in every item constructed in the questionnaires. Maslow's Theory of Needs is used as the model to construct the questions due to its high validity and reliability from past researches dealing with work motivation.

The design of this study was descriptive by using Likert Scale which is tabulated in percentage, frequency and mean score.

## Analysis

Reliability test is conducted to test the level of reliability in every items constructed in the questionnaire. One of the most commonly used test is Cronbach's Alpha, which is based on average correlation of items within a test if the items are standardized.

Table 1.1 - Independent Variables  
**Reliability Statistics**

Cronbach's Alpha	N of Items
.904	22

Table 1.2 - Dependent Variables

### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.824	.819	5

The Cronbach's Alpha coefficient for independent and dependent variables are 0.904 and 0.824 respectively, indicating all items are reliable as its value is more than 0.7

Table 2.0 provides an overview of the background of the respondents who participated in this study.

Demographic background	Frequency	Percentage
<b>Gender</b>		
Male	13	41.9
Female	18	58.1
<b>Age</b>		
18-21 years old	1	3.2
22-25 years old	4	12.9
26-29 years old	9	29.0
<b>30 years old and above</b>	17	54.8
<b>Race</b>		
Malay	17	54.8
Chinese	1	3.2
Ibanese	7	22.6
Melanau	6	19.4
Bidayuh	0	0
<b>Personal Income</b>		
RM1,000-RM1,499	1	3.2
RM1,500-RM2,499	5	16.1
RM2,500-RM3,999	15	48.4
>RM4,000	10	32.3
<b>Years of experience</b>		
< 1 Year	3	9.7
1-3 Years	3	9.7
4-7 Years	7	22.6
> 7 Years	18	58.1
<b>Total</b>	31	100

Table 3.0 shows Independent Samples Test (Gender) conducted to determine the influence of gender on the motivation among special education teachers in teaching special need students

### Group Statistics

	GENDER	N	Mean	Std. Deviation	Std. Error Mean
I feel motivated in teaching special need students because it will fulfill my personal needs	Male	13	3.15	1.214	.337
	Female	18	4.06	.639	.151
I feel motivated as a special education teacher because this profession provides me with a better job security	Male	13	2.85	.899	.249
	Female	18	2.94	1.056	.249
I feel motivated due to the acceptance shown by my special need students with different disabilities	Male	13	3.54	1.391	.386
	Female	18	4.39	.502	.118
I feel motivated to teach special need students with different disabilities	Male	13	3.08	1.320	.366
	Female	18	4.33	.594	.140
The special need students' negative behaviours have never weakened my enthusiasm to teach but it motivate me more to teach them better	Male	13	3.31	1.109	.308
	Female	18	4.11	.583	.137

Table above reveals the relationship between gender and motivation of teachers in teaching special need students. From the table, it shows that mean of female teachers is higher compared to male teachers which indicates that female teachers are more motivated in teaching those students.

Table 4.0 shows Correlation Test to determine the relationship between physiological and motivation

		The profession is the most suitable career for me	I will have enough time to do good job in teaching special need students	The payment of becoming special education teacher is sufficient for my lifestyle	I prefer teaching students with special needs due to higher salary	I prefer teaching students with special needs due to better working hours
The profession is the most suitable career for me	Pearson Correlation	1	.629**	.576**	-.082	.027
	Sig. (1-tailed)		.000	.000	.331	.442
	N	31	31	31	31	31
I will have enough time to do good job in teaching special need students	Pearson Correlation	.629**	1	.612**	.276	.247
	Sig. (1-tailed)	.000		.000	.066	.090
	N	31	31	31	31	31
The payment of becoming special education teacher is sufficient for my lifestyle	Pearson Correlation	.576**	.612**	1	-.017	.013
	Sig. (1-tailed)	.000	.000		.464	.473
	N	31	31	31	31	31
I prefer teaching students with special needs due to higher salary	Pearson Correlation	-.082	.276	-.017	1	.862**
	Sig. (1-tailed)	.331	.066	.464		.000
	N	31	31	31	31	31
I prefer teaching students with special needs due to better working hours	Pearson Correlation	.027	.247	.013	.862**	1
	Sig. (1-tailed)	.442	.090	.473	.000	
	N	31	31	31	31	31

\*\* . Correlation is significant at the 0.01 level (1-tailed).

The result on table above shows correlation coefficients between dependent variable which is motivation and the independent variable which is physiological. Based on the table, there is strong and significant positive relationship occurred between motivation and physiological ( $r=0.629, p<0.05$ ). Therefore, motivation are associated with physiological factor.

Table 5.0 indicates Multiple Regression has been conducted to determine the most dominant factor which motivates special education teachers in teaching special need students

### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.927 <sup>a</sup>	.860	.832	.430

a. Predictors: (Constant), In general, I really love teaching my special need students, The appreciation displayed by the school/principal made me work harder, I believe that teaching special need students is well respected by people, I believe that I will have a good rapport with my special need students, I have a strong interest in teaching special need students

b. Dependent Variable: I feel motivated due to the acceptance shown by my special need students with different disabilities

Table above disclosed that R Square of the model is 0.860. It illustrates that 86.0% of motivation among teachers in teaching students with special needs has been significantly explained by love and belongingness factor. Meanwhile, the remaining 14% cannot be explained. That means there were other factor that can determine motivation of teachers.

### Conclusion and future research

Based on the data analysis, it is found that the percentage and the motivation of special education teachers are at a high level. However, there are some special education teachers who are not motivated to teach special need students especially those new teachers which may be due to lack of experiences. Apart from that, it can be seen that most of the teachers are passionate and highly determined to teach special need students not only due to incentives being offered by government but they can feel love and compassion towards their students. In future, it is advisable for researchers to expand their studies to areas not only in Kuching territory to obtain better distribution of data. Future researchers can also swift the focus of study to factors that can demotivate special education teachers in teaching students with special needs. Apart from that, level of support by parents of special need students toward school programs can become another focus of study in the future.

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## **Keberkesanan Kursus Unit Berunifom di Institut Pendidikan Guru: Perspektif Guru Permulaan**

**Anpalakan Vadiappan<sup>a</sup>, Lau Hooi Lin<sup>a</sup>, Barchan Singh Harbant Singh<sup>a</sup>,  
& Azura Abdullah Effendi<sup>b</sup>**

<sup>a</sup>Institut Pendidikan Guru, Malaysia

<sup>b</sup>Universiti Sains Malaysia, Malaysia

Email of corresponding author: anpalakan@ipgm.edu.my

### **Abstrak**

Kajian ini bertujuan meninjau keberkesanan kursus unit berunifom di Institut Pendidikan Guru (IPG). Kursus unit berunifom adalah komponen wajib yang perlu diikuti oleh semua pelajar guru Program Ijazah Sarjana Muda Perguruan (PISMP). Justeru, sampel bagi kajian ini ialah guru-guru yang pernah mengikuti kursus unit berunifom di IPG secara sepenuh masa serta telah ditempatkan di sekolah. Guru-guru yang terpilih untuk kajian ini ialah guru-guru yang berpengalaman berkhidmat di sekolah antara satu hingga tiga tahun (yakni guru permulaan). Kajian ini adalah kajian berbentuk tinjauan. Kaedah persampelan yang digunakan dalam kajian ini adalah persampelan bertujuan. Data kajian dikumpul melalui soal selidik dan temubual berfokus untuk menjawab empat soalan utama berkenaan keberkesanan hasil pembelajaran kursus iaitu: (i) kandungan kursus unit berunifom; (ii) kemampuan merancang aktiviti unit berunifom di sekolah; (iii) pengendalian kemahiran asas unit berunifom; serta (iv) pengurusan dan kepimpinan unit berunifom di mana guru itu ditempatkan. Beberapa isu, cabaran dan harapan yang disuarakan oleh guru tentang unit berunifom di peringkat sekolah turut dibincangkan.

**Kata kunci:** Keberkesanan; Kursus unit berunifom; Institut Pendidikan Guru; Guru permulaan.

### **1. Pengenalan**

Fokus utama sistem pendidikan negara ini adalah untuk melaksanakan usaha-usaha strategik yang boleh meningkatkan kualiti dan kemampuan pendidikan ke tahap yang tinggi dan cemerlang demi menghadapi cabaran abad ke-21 (Anpalakan, 2011). Sejajar dengan itu, tuntutan semasa yang semakin mencabar serta kenaikan taraf Institut Pendidikan Guru (IPG) sebagai sebuah Institusi Pendidikan Tinggi Awam (IPTA) memerlukan IPG memenuhi pelbagai keperluan (Amin Senin, 2011). Justeru, IPG perlu berperanan mengubah paradigma dalam melahirkan modal insan berkualiti tinggi bagi mencapai hasrat Falsafah Pendidikan Kebangsaan (Amin Senin, 2011).

Sejajar dengan pendidikan abad ke-21 yang serba berubah, Institut Pendidikan Guru Malaysia (IPGM) mengorak pelbagai langkah untuk mencungkil potensi pelajar guru menerusi pembinaan kualiti akhlak terunggul (Razali Ismail, 2005). Selaras dengan tuntutan ini, guru-guru dilatih secara profesional di IPG untuk memahami keperluan dan cabaran murid serta strategi pengajaran yang diperlukan.

Di sebalik pencapaian pendidikan terkini, kementerian menyedari bahawa masih terdapat ruang yang besar untuk melaksanakan penambahbaikan (PPPM 2013-2025). Ini dibuktikan menerusi rungutan ibubapa serta masyarakat terhadap profesion keguruan. Tambahan lagi, aduan mengenai guru tidak putus-putus di dada akhbar mahupun di kaca televisyen (Bina Insan Guru,

2013). Hal ini kerana, perkhidmatan perguruan tidak terhad kepada penguasaan teori semata-mata. Sebaliknya, guru diharap mampu memindahkan kandungan mata pelajaran melalui kemahiran pedagogi yang unggul.

Lantaran itu, wujud satu keperluan untuk meninjau kebolehan dan prestasi guru permulaan selepas ditempatkan di sekolah. Selaras dengan kenyataan ini, Chee Kim Mang (2008), dalam kajiannya, menyatakan bahawa guru permulaan lemah dalam hal pengurusan kokurikulum. Tambah beliau, cabaran seterusnya adalah keupayaan melaksanakan aktiviti kokurikulum di sekolah. Justeru, isu ini perlu diteliti secara terperinci untuk mengasah kemahiran guru permulaan dalam semua aspek khususnya pengendalian aktiviti kokurikulum (Vijayan Gopal & Donatus Justin, 2015). Selaras dengan dapatan tadi, Petro Marais (2011) pula menyatakan bahawa individu yang mengidamkan kerjaya guru sebagai “karier hidup” perlu terlibat secara aktif dalam aktiviti kokurikulum.

Oleh yang demikian, kajian ini bertujuan untuk 1) meninjau tahap keberkesanan kursus unit beruniform di IPG melalui kefahaman kandungan, kemampuan merancang aktiviti, kebolehan mengendalikan kemahiran asas dan keterampilan untuk mengurus dan memimpin, serta 2) berbincang tentang isu yang timbul semasa mengendalikan unit beruniform, cabaran yang dihadapi semasa mengendalikan unit beruniform dan harapan terhadap unit beruniform. Kedua-dua tujuan ini juga merupakan soalan-soalan kajian ini.

## **2. Sorotan Literatur**

### **2.1 Kandungan Kursus**

Pemahaman kandungan ialah kebolehan untuk menaakul serta mengaplikasi sesuatu kandungan kursus atau subjek yang wajib dimiliki oleh setiap guru dalam bidang masing-masing. Abdullah dan Ainon (2006) mengatakan bahawa kebanyakan guru menghadapi masalah untuk menyampaikan pengajaran kepada pelajar dengan berkesan disebabkan penguasaan mereka yang cetek terhadap subjek yang diajar. Hal ini mungkin kerana kualiti pelajar yang keluar daripada sekolah didapati masih lemah dalam menguasai bidang yang dipelajari (Abdul Said Ambong & Mohd. Yusof Abdullah, 2013).

Justeru, sebagai langkah untuk merungkai masalah ini, guru-guru semestinya mahir merujuk isi kandungan subjek yang mencukupi dan terkini sebelum mengajar. Langkah ini mampu menyumbang impak yang signifikan semasa pembelajaran dan pengajaran. Tuntasnya, kebolehan seseorang guru untuk menaakul kandungan subjek banyak dipengaruhi oleh latihan IPG. Selaras dengan itu, penguasaan kandungan sesuatu subjek adalah elemen utama yang menentukan kejayaan kerjaya seseorang guru.

Namun demikian, sesetengah guru pelatih masih mengakui bahawa mereka tidak tahu dan tidak memahami keseluruhan kandungan yang mereka akan ajar di sekolah rendah (Abdul Said Ambong & Mohd. Yusof Abdullah, 2013).

### **2.2 Merancang Aktiviti**

Aktiviti kokurikulum mengutamakan aspek tersirat yang bertunjangkan pengasahan nilai murni, bakat, peranan dan kepimpinan. Pengasahan sebegini hanya dapat dilaksanakan sekiranya guru-guru mempunyai keupayaan untuk merancang aktiviti kokurikulum yang boleh menjana pemikiran kritikal murid-murid. Oleh itu, penglibatan guru sangat penting untuk mempertingkatkan aktiviti kokurikulum sebegini di sekolah (Abu Bakar Nordin, 1991). Dapatan

ini selaras dengan kajian Vijayan Gopal dan Donatus Justin (2015) yang menyatakan bahawa sebanyak 29.9 peratus pentadbir sekolah sangat bersetuju bahawa guru permulaan boleh merancang aktiviti kokurikulum yang dipertanggungjawabkan.

Tambahan lagi, tumpuan juga harus diberikan terhadap perancangan aktiviti kokurikulum yang berbentuk "*character change*". Perancangan sedemikian amat penting untuk membina peribadi dan keyakinan diri pelajar (Wardatul Aishah Musa, 2014) dan sahsiah pelajar (Mohd. Fazli Hasan, Suhaida Abdul Kadir, & Soaib Asimiran, 2013). Hal ini kerana kokurikulum adalah satu elemen pembelajaran yang berasaskan pelbagai gerak kerja terancang yang perlu dilakukan dalam masa persekolahan (Lokman Bin Mohd. Tahir & Osmayati Othman, 1985) untuk mereka bentuk sahsia pelajar yang unggul.

Pelaksanaan aktiviti sebegini dapat membuka ruang kepada guru permulaan yang tidak mahir merancang aktiviti yang melibatkan murid (Knowles & Cole, 1994). Hal ini selaras dengan dapatan kajian Chee Kim Mang (2008), yang menyatakan bahawa guru permulaan Kursus Diploma Perguruan Malaysia dan Kursus Perguruan Lulusan Ijazah didapati masih kurang berkebolehan untuk merancang aktiviti kokurikulum. Seterusnya, kumpulan guru ini juga didapati lebih berminat untuk melaksanakan aktiviti yang telah sedia dirancang oleh pihak sekolah berbanding merancang sendiri (Chee Kim Mang, 2008).

### **2.3 Kemahiran Asas**

Elemen kokurikulum yang direkabentuk untuk program perguruan di IPG mengutamakan kemahiran asas. Hal ini kerana, kemahiran asas diperlukan untuk melahirkan guru berketerampilan dalam kokurikulum. Sejalan dengan aspirasi ini, kemahiran asas dalam unit beruniform diberi penekanan khas. Justeru, sudah tentu pendedahan kemahiran asas unit beruniform di peringkat IPG membantu guru permulaan untuk menganalisis pencapaian murid-murid unit beruniform di peringkat sekolah. Pendedahan ini juga memudahkan guru permulaan mengambil tindakan susulan terhadap pelajar yang belum mencapai standard minimum kemahiran asas unit uniform di peringkat sekolah.

Dapatan ini disokong menerusi kajian Vijayan Gopal dan Donatus Justin (2015), iaitu, sebanyak 59.8 peratus pentadbir sekolah sangat bersetuju bahawa guru permulaan dapat menyesuaikan diri dalam pelaksanaan tugas kokurikulum mengikut keperluan dan situasi sekolah. Namun demikian, sejauh mana guru permulaan memiliki kemampuan untuk menggabungkan teori dan praktikal semasa mengajar kemahiran asas unit beruniform di sekolah masih menjadi tanda tanya.

### **2.4. Pengurusan dan Kepimpinan**

Penglibatan dalam kegiatan kokurikulum membantu guru permulaan untuk menguasai ilmu pengurusan, kepimpinan serta menyesuaikan diri dengan masyarakat sekeliling. Pengurusan dan kepimpinan gerak kerja kokurikulum ini dapat diperincikan seperti, pengurusan rekod, pencapaian aktiviti kokurikulum dan pelaksanaan aktiviti berunsurkan kesepaduan. Saranan ini selaras dengan dapatan kajian Vijayan Gopal dan Donatus Justin (2015), iaitu guru permulaan boleh mengurus rekod kemajuan murid mengikut masa yang ditetapkan. Oleh itu, segala usaha untuk meningkatkan prestasi unit beruniform adalah mudah dicapai dalam tempoh masa yang ditentukan. Seterusnya, pelaksanaan aktiviti kokurikulum yang mengutamakan unsur-unsur kesepaduan membantu melahirkan pelajar yang seimbang dan harmonis melalui kesepaduan fitrah diri yang sempurna (Lokman Mohd. Tahir & Osmayati Othman, 1985). Sejalan dengan

tuntutan ini, guru permulaan disarankan untuk bekerjasama dengan rakan sekerja yang berpengalaman di sekolah semasa mengendalikan aktiviti unit beruniform. Dengan ini, segala kekangan dalam pelaksanaannya sama ada dari segi latihan guru, kemudahan peralatan, infrastruktur, sokongan, kewangan dan sebagainya dapat diatasi (Lokman Mohd. Tahir & Osmayati Othman, 1985).

Oleh yang demikian, kerangka konseptual kajian ini menerangkan keberkesanan kursus unit beruniform terhadap guru permulaan melalui empat aspek utama iaitu: (i) Kefahaman kandungan kursus badan unit beruniform; (ii) kemampuan merancang aktiviti unit beruniform; (iii) kebolehan mengendali kemahiran asas unit beruniform; dan (v) keterampilan mengurus dan memimpin unit beruniform.

### **3. Metodologi**

#### **3.1 Instrumen Kajian**

Kajian ini menggunakan soal selidik dan temubual berfokus yang dibina oleh penyelidik setelah merujuk kepada pakar pedagogi kokurikulum IPG Kampus Pulau Pinang. Aspek yang dikaji dalam kedua-dua instrumen ini adalah berdasarkan komponen hasil pembelajaran kursus unit beruniform IPG. Temubual berfokus mengutarakan tiga soalan yang berkaitan, manakala soal selidik mempunyai dua bahagian: Bahagian A, maklumat am guru permulaan dan Bahagian B, 20 item yang mewakili empat aspek yang dikaji dengan lima item setiap satu. Instrumen ini menggunakan skala "*Likert*" empat pilihan dari 1 (Sangat tidak setuju) ke 4 (Sangat setuju).

#### **3.2 Populasi dan Sampel Kajian**

Populasi kajian ini terdiri daripada guru permulaan iaitu guru-guru yang berpengalaman antara 12 dan 36 bulan (Chee Kim Mang, 2008). Mereka merupakan pelajar Program Ijazah Sarjana Muda Perguruan (PISMP) sepenuh masa IPG Kampus Pulau Pinangambilan Januari 2010, 2011 dan 2012 yang telah ditempatkan di sekolah. Ketiga-tigaambilan ini terdiri daripada lebih kurang 400 orang pelajar. Daripada jumlah ini, seramai 44 orang guru permulaan atau 11 peratus (mencukupi bagi kajian deskriptif; Gay et al., 2006) telah menjawab soal selidik kajian ini. Unit beruniform yang diwakili dalam sampel ini ialah Pengakap Pandu Puteri Kadet, Bulan Sabit Merah Malaysia, Kadet Remaja Sekolah dan Pergerakan Puteri Islam. Lima orang guru permulaan lain pula ditemubual untuk mendapatkan jawapan kepada soalan kajian kedua.

### **4. Analisis Data**

Instrumen keberkesanan kursus unit beruniform dari perspektif guru permulaan ini dibahagikan kepada tiga tahap keberkesanan: 1) rendah (skor min 1.00-2.33), 2) sederhana (skor min 2.34-3.67) dan 3) tinggi (skor min 3.68-5.00) (Jamil Ahmad, 2002).

### **5. Perbincangan**

#### **Soalan Kajian 1: (Soal selidik)**

- a. Apakah tahap pemahaman kandungan unit beruniform guru permulaan keluaran IPG Kampus Pulau Pinang?

Secara keseluruhannya, tahap pemahaman kandungan unit beruniform guru permulaan keluaran

IPG Kampus Pulau Pinang adalah sederhana bagi semua aspek yang dikaji. Min keseluruhan bagi pemahaman kandungan unit unifom ialah 2.85. Min pemahaman kandungan yang diperoleh bagi setiap aspek yang dikaji ialah di antara 2.70 hingga 2.96. Nilai min yang tertinggi dalam aspek pemahaman kandungan ialah *boleh menjelaskan kandungan dan tahu merujuk serta menaakul isi kandungan dari sumber yang relevan* sebanyak 2.96. Manakala item yang paling rendah nilai min iaitu sebanyak 2.70 ialah *mempunyai bahan rujukan yang mencukupi*.

- b. Apakah tahap kemampuan merancang aktiviti unit berunifom guru permulaan keluaran IPG Kampus Pulau Pinang?

Tahap kemahiran merancang aktiviti unit unifom guru permulaan keluaran IPG Kampus Pulau Pinang adalah sederhana bagi kelima-lima aspek yang dikaji. Min keseluruhan bagi kemahiran merancang aktiviti unit unifom ialah 2.97. Min kemahiran merancang aktiviti unit unifom yang diperoleh bagi setiap aspek yang dikaji ialah di antara 2.84 hingga 3.07. Nilai min tertinggi dalam aspek ini, iaitu sebanyak 3.07, ialah *guru permulaan menunjukkan minat untuk terlibat dalam aktiviti unit unifom di sekolah*. Manakala min yang paling rendah dalam aspek ini, iaitu sebanyak 2.84, ialah *dapat merancang dan melaksanakan aktiviti yang berbentuk "character change" secara sistematik dan efektif*.

- c. Apakah tahap kebolehan mengendalikan kemahiran asas unit berunifom guru permulaan keluaran IPG Kampus Pulau Pinang?

Secara keseluruhannya, tahap kemahiran asas unit unifom guru permulaan keluaran IPG Kampus Pulau Pinang adalah sederhana bagi semua aspek yang dikaji. Min keseluruhan bagi kemahiran asas aktiviti unit unifom ialah 2.98. Min kemahiran asas aktiviti unit unifom yang diperoleh bagi setiap aspek yang dikaji ialah di antara 2.82 hingga 3.14. Nilai min yang paling tinggi, iaitu sebanyak 3.14, ialah *berupaya mengintegrasikan nilai murni melalui aktiviti unit berunifom*. Manakala, nilai min yang paling rendah pula, iaitu sebanyak 2.82, ialah *dapat mengambil tindakan susulan terhadap murid yang tidak mencapai standard minimum dalam kemahiran asas unit unifom*.

- d. Apakah tahap kepimpinan dan pengurusan unit berunifom guru permulaan keluaran IPG Kampus Pulau Pinang?

Secara keseluruhannya, tahap pengurusan dan kepimpinan unit unifom guru permulaan keluaran IPG Kampus Pulau Pinang adalah sederhana bagi semua aspek yang dikaji. Min keseluruhan bagi pengurusan dan kepimpinan unit unifom ialah 3.08. Min pengurusan dan kepimpinan unit unifom yang diperoleh bagi setiap aspek yang dikaji ialah di antara 2.91 hingga 3.25. Nilai min yang paling tinggi dalam aspek ini, iaitu sebanyak 3.25, ialah *penglibatan diri dalam aktiviti unit berunifom membantu memangkin kemahiran kepimpinan*. Manakala, nilai min yang paling rendah dalam aspek ini, iaitu sebanyak 2.91, ialah *diberi peluang untuk menerajui unit berunifom sekolah*.

## Soalan Kajian 2: (Temubual)

Daripada lima orang guru permulaan yang ditemubual, empat orang menerajui unit berunifom di sekolah seperti yang dilatih di IPG. Manakala seorang pula mengendalikan unit berunifom yang berlainan daripada yang di latih di IPG. Sungguhpun begitu, kemahiran dan pengetahuan yang

sedia ada dapat diubahsuai dan diadaptasi dalam unit beruniform yang diberi di sekolah. Menurut beliau:

*“Saya mengaplikasikan dan menyesuaikan apa yang dipelajari di IPG dengan keperluan seperti kawad kaki, permainan dan kemahiran perkhemahan”* Guru Permulaan 1 (GP1)

Sungguhpun diberikan unit beruniform yang dilatih di IPG, guru permulaan masih perlu membuat adaptasi untuk melibatkan diri dan menerajui unit beruniform setelah ditempatkan di sekolah berdasarkan lokasi sekolah seperti, sekolah pendalaman atau luar bandar dan juga budaya sekolah yang berbeza.

*“Apa yang telah dipelajari dapat diolah dan disesuaikan mengikut keadaan tempat dan kesediaan murid itu sendiri”* GP4

Ini menunjukkan guru permulaan harus mempunyai kebolehan untuk menyesuaikan diri yang tinggi supaya dapat mengurus aktiviti unit beruniform di sekolah. Hal ini kerana, guru permulaan yang dikaji didapati masih berada dalam proses pembelajaran dan sedang mempertingkatkan pengetahuan dan kemahiran yang sedia diterima semasa latihan di IPG.

- a. Apakah isu yang timbul semasa mengendalikan unit beruniform di sekolah oleh guru permulaan keluaran IPG Kampus Pulau Pinang?

*“Hanya guru penyelaras perlu mentadbir urus semua. Hanya masa kokurikulum sahaja perlu buat aktiviti unit beruniform. Tidak perlu aktiviti lapangan”.* GP3

Pelaksanaan aktiviti unit beruniform tidak diberi perhatian yang sewajarnya di sekolah berbanding aktiviti akademik. Hal ini amat ketara di sekolah luar bandar. Pihak pentadbir tidak serius untuk melaksanakan aktiviti berkaitan unit beruniform. Aktiviti unit beruniform hanya dijalankan sebagai memenuhi syarat sahaja. Kebanyakan guru tidak merancang sebarang aktiviti berkaitan dengan unit beruniform. Malah waktu yang diperuntukkan untuk aktiviti unit beruniform digunakan untuk mengajar mata pelajaran akademik, aktiviti permainan di kelas, meminta murid-murid menonton video dalam kelas disebabkan kurang berminat dengan aktiviti luar.

*“Hanya guru-guru tertentu sahaja yang melaksanakan aktiviti dengan baik. Sekolah saya mempunyai seramai lebih kurang 107 orang guru dan mempunyai dua sesi pembelajaran (pagi dan petang). Hanya guru pagi dan sesetengah guru petang sahaja yang komited dalam pelaksanaan unit beruniform”.* GP2

Unit beruniform juga kurang diberi penekanan oleh sesetengah guru yang telah berkhidmat lama. Mereka lebih suka menyerahkan semua aktiviti unit beruniform kepada guru permulaan. Tambahan lagi, sebilangan kecil guru yang mempunyai pengalaman dalam unit beruniform tidak hadir atau melibatkan diri semasa pelaksanaan aktiviti unit beruniform di peringkat sekolah. Namun demikian, aktiviti unit beruniform tetap dapat dilaksanakan dengan baik menerusi penglibatan guru-guru lain yang berkaliber, bermotivasi dan komited.

*“Guru-guru juga didapati kurang mempunyai kepakaran untuk mengendalikan aktiviti unit beruniform. Adakalanya kepakaran guru tidak digunakan dengan sebaik mungkin. Misalnya, hampir kesemua guru di sekolah pernah seketika terlibat dengan unit beruniform semasa pengajian di IPG.”* GP 4

Kekurangan kepakaran guru unit beruniform merupakan salah satu isu penting dalam pelaksanaan unit beruniform di sekolah. Ramai dikalangan guru kurang diberi kursus unit beruniform sebagai latihan dalam perkhidmatan dan mereka tidak mempunyai tauliah yang sah untuk mengendalikan aktiviti unit beruniform. Namun ada juga kepakaran guru tidak digunakan dengan sebaik mungkin.

*“Pihak sekolah tidak memberi kebenaran untuk mewujudkan unit beruniform pengakap di sekolah dengan alasan unit ini perlu membayar yuran pendaftaran keahlian kepada persatuan kebangsaan setiap tahun dan ini membebankan kewangan keluarga” GP1*

Isu kekangan kewangan berlaku khasnya di sekolah luar bandar untuk membeli pakaian seragam unit beruniform. Selain daripada itu ada sesetengah unit beruniform yang perlu membayar yuran keahlian kepada persatuan kebangsaan dan ini membebankan kewangan keluarga.

- b. Apakah cabaran yang dihadapi semasa mengendalikan unit beruniform di sekolah oleh guru permulaan keluaran IPG Kampus Pulau Pinang?

Budaya sekolah ini harus diubah supaya lebih tumpuan diberikan kepada aktiviti unit beruniform oleh pihak pentadbir untuk meningkatkan penglibatan guru dan murid sekolah. Melalui kegiatan unit beruniform dan aktiviti lapangan ini pembentukan kemahiran insaniah dalam kalangan murid dapat diperkembangkan.

Kekurangan kepakaran guru terlatih di dalam unit beruniform menyukarkan pelaksanaannya secara berkesan dan teratur di sekolah. Seorang guru harus mengendalikan sebuah kumpulan murid yang sangat besar. Adakala satu unit beruniform sahaja dapat ditubuhkan kerana tidak ada kepakaran guru. Cabaran ini harus diatasi dengan melatih lebih ramai guru yang bertauliah dan mengadakan kerjasama dengan agensi dan persatuan luar yang berkenaan.

- c. Apakah harapan terhadap unit beruniform di sekolah oleh guru permulaan keluaran IPG Kampus Pulau Pinang?

Unit beruniform di sekolah dapat dilaksanakan secara terus mengikut panduan dan sukatan yang betul serta objektif pendidikannya. Ini adalah kerana unit beruniform berupaya memberi manfaat yang besar kepada perkembangan murid. Unit beruniform perlu dilaksanakan mengikut strategi yang berkesan serta menyeronokkan kerana ia dapat membantu murid dalam membina kemahiran hidup untuk kegunaan mereka pada masa akan datang. Kemahiran tersebut tidak datang dengan sendirinya melainkan dengan bimbingan guru.

*“Sumbangan dana daripada pihak kerajaan untuk memartabatkan dan menggalakkan lagi unit beruniform berkembang aktif di sekolah. Harapan lain agar setiap murid dapat menguasai semua kemahiran yang terdapat dalam setiap unit beruniform agar dapat diaplikasikan dalam kehidupan seharian.” GP5*

Semua warga sekolah dapat memberi komitmen yang tinggi dalam menjayakan pelaksanaan unit beruniform supaya murid dapat diberi perhatian yang sama dan adil seperti dalam bidang akademik.

## 6. Kesimpulan

Nilai min bagi semua aspek keberkesanan kursus unit beruniform yang dikaji adalah pada tahap sederhana. Min keseluruhan bagi keberkesanan kursus uniform bagi guru permulaan juga sederhana (min=2.38). Hal ini mungkin kerana guru permulaan masih berfokus dalam proses mengadaptasi diri berkaitan pengajaran dan pembelajaran berbanding pengurusan unit beruniform. Hal ini dibuktikan menerusi dapatan temubual berfokus yang menjelaskan bahawa sungguhpun guru permulaan diberi pendedahan dan latihan dalam bidang unit beruniform di IPG, namun begitu mereka masih perlu tempoh masa yang lebih untuk melibatkan diri dengan aktif dan menerajui kepimpinan dalam unit beruniform di sekolah yang ditempatkan berdasarkan budaya, lokasi dan persekitaran.

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# Teacher's and Students' Perceptions Between Flipped Classroom and Traditional Classroom At Primary Tamil School

Vimala A/P Muniandy

Universiti Sains Malaysia

Email of corresponding author: vimala311@yahoo.com.my

## ABSTRACT

*This research was carried out in order to investigate teacher's and student's perceptions to promote active learning through flipped classroom among Tamil school teachers and students. A quantitative research design was used to carry out this study. The dependent variables in this study were teacher's and student's perceptions while the independent variables were traditional and flipped classroom. The sample consisted of 20 primary school teachers, 36 students from year 4 from primary Tamil school. Teachers' perception interview questions were based on Snowden (2012) and a structured questionnaire to determine student perceptions between two different learning environments, flipped classroom and traditional classroom, was adapted from the Student Perception of Instruction Questionnaire (SPIQ) by Johnson and Renner (2012). The researchers distributed the survey questionnaire to primary Tamil school teachers and students. An independent samples t-test was conducted to compare student perception in a traditional and flipped classroom setting. A t-test for independent samples revealed a significant difference in perception between students that learn from a different learning culture ( $t(57) = -3.71, p < .05$ ). The mean students who learn in a traditional classroom reported significantly different perceptions ( $M = 4.45, SD = .38$ ) than students who learn in a flipped classroom ( $M = 4.93, SD = .40$ ). In other words, students in the traditional classroom appear to have a better perception on method of delivery than the flipped classroom. Existing conventional teaching methods need to be transformed to ensure that the country's education system is able to move along the latest and competitive learning. Flipped classroom is one of the methods with potential to realize this vision.*

**Key words:** Teacher's perception, Student's perception, Flipped classroom

## INTRODUCTION

Education curriculum is a system that needs to be done to ensure that changes over time produce generations that are competitive internationally. Thus, the study of a country's education curriculum should be an ongoing and consistent (Flumerfelt & Green, 2013).

Educating the next generation is a challenge that needs to be implemented starting from the school level (Mukherjee, 2013). Learning patterns of students at the university level is greatly influenced by the way of teaching in schools. As the curriculum requirement grows, teachers need to make more efficient use of class time. Teachers also play an important role to ensure that their teaching methods fit to the current needs of students' learning.

Flipped classroom is a 21st century learning style. Flipped classroom is also a student- centred method that emphasizes the use of technology in teaching and learning process. Based on (Baker & Lage et al., 2000) flipped classroom known as inverted classroom and also is one of the student-centered learning approach. Baker (2000) stated that flipped classroom was introduced in 2000 to university students in the fields of technology before it has been implemented in schools in the field of Science, Technology, Engineering and Mathematics or

STEM (Herreid & Schiller, 2012; Hamdan et al., 2013). Flumerfelt & Green (2013) considered the implementation of the latest pedagogical methods such as the method flipped classroom, is one of the pedagogical changes that is need to be injected into the school curriculum.

### **PROBLEM STATEMENTS**

Flipped classroom can be challenging because of a lack of facilities, internet accessibility and effective models (Davies, Dean & Ball, 2013). However, it is important to help students learn and develop their learning skills using innovative methods of instruction (Tsai, Lee, & Shen, 2013). A lecturer can enrich lecture presentations through the incorporation of multi-media content as an innovative method of instruction, for example, the use of PowerPoint (Leicht, Zappe, Messner, & Litzinger, 2012); students still must memorize the material that will not increase classroom engagement (Ahlfeldt, Mehta, & Sellnow, 2005). (Kettlewell, Southcott, Stevens, & McCrone, 2012) mentioned that engagement may not exist because of environmental factors, lack of understanding or satisfaction, accessibility of local education services or innovative instruction. The implementation of the flipped classroom will increase student engagement, student's achievement and improving their learning style.

### **RESEARCH OBJECTIVES**

1. To investigate primary Tamil school teacher's perceptions to promote active learning through flipped classroom.
2. To investigate primary Tamil school students' perceptions to promote active learning through flipped classroom.
3. To investigate primary Tamil school students' achievements in flipped classrooms.

### **RESEARCH QUESTIONS**

1. How do primary Tamil school teacher's perceptions differ in a traditional and flipped classroom to promote active learning?
2. How do primary Tamil school students' perceptions differ in a traditional and flipped classroom to promote active learning?
3. What is the difference between primary Tamil school students' achievement in the flipped classroom and traditional classroom learning culture?

### **METHODOLOGY**

#### **RESEARCH DESIGN**

A quantitative research design was used to carry out this study. The purpose of this study is to identify the teachers and students perceptions to promote active learning through flipped classroom. The sample surveyed consists of teachers and students in Tamil primary schools in Gelugor.

#### **PARTICIPANTS**

The sample consisted of 20 primary Tamil school teachers, 36 primary Tamil school students from year 4. They voluntarily completed the questionnaires. All of the samples were from Tamil school located in Penang.

## INSTRUMENT

A questionnaire-based survey was conducted on year four students. In this study two instruments were used. Teachers' perception interview questions were based on Snowden (2012). Student perceptions between flipped classroom and traditional classroom was adapted from the Student Perception of Instruction Questionnaire (SPIQ) by Johnson and Renner (2012). The questionnaire was to determine student perceptions in the areas of content and course delivery, assessment and evaluation and learning experiences. This instrument used a 5-point Likert scale that ranges from 1=strongly disagree, 2=disagree, 3=not agree or disagree, 4=agree, to 5=strongly agree. Independent samples t tests was used to analyzed the data. This instrument also included an open-ended question which invited comments for improvement to flipped and traditional classrooms.

Data collection occurred via random distribution. The researchers distributed the survey questionnaire to primary Tamil school teachers and students. The distribution was handled by the researchers. First, researchers create a site to the teachers to explain about the flipped classroom because most of the teachers do not know the definition of flipped classroom. The site is <https://sites.google.com/site/blendedlearningvimala/home>. The teachers will attend in-house training. After that, the teachers will use the flipped classroom method in their teaching and learning.

For the students, the researches selected year four students from two classes for English lesson. In this study, teaching syllabus were the same between the two classes. For the flipped classroom, before each class start, the students were required to watch a video provided by teacher at site created by the teacher <https://sites.google.com/site/blendedlearningvimala/home>. During the class time, the students were required to participate in various active learning activities, such as problem solving and discussion on tutorial questions.

In the case of the traditional classroom teacher will teach the same topic with another class. During the next class they will give a presentation on their answer and which is discussed in class. For assessment on this topic there are a quiz and a test that require students to do in their book. Thus, both classes are doing the quiz and test at the same time in class.

## RESULT

An independent samples t-test was conducted to compare student perception between traditional and flipped classroom. The results are presented in Table 1 and Table 2. A t-test for independent samples revealed a significant difference in perception between students that learn from a different learning culture ( $t(57) = -3.71, p < .05$ ). The mean students who learn in a traditional classroom was significantly different ( $M = 4.45, SD = .38$ ) than students who learn in a flipped classroom ( $M = 4.93, SD = .40$ ). Students in the flipped classroom have a better perception than students in the traditional classroom.

Some students' commented that they do not have problem in watching the video, but they had problems understanding the video on their own. However they feel that flipped class gives them the opportunity and lots of time for discussing their problems with teacher and peers in class. Students from traditional classroom have no problem in understanding the lecture but they do not have much time for discussion and problem solving with teacher.

Table 1. Group statistics

	Class	N	Mean (M)	Std Deviation (SD)
Perception	Flipped	18	4.93	0.40
	Traditional	18	4.45	0.38

Table 2. Independent sample test

		t-test for equality of means		
		t	df	sig. (2-tailed)
Perception	Equal variances assumed	-3.71	57	0.00

The video helped slow learner's students, because they could stop, pause or rewind. Moreover there were some students that had been using the video for a not only as a reference before class but also as a revision tool before their assessment. The teacher had more time to spend on problem solving in the flipped class compared with the traditional class and felt that although there are lacks of facilities, the flipped class can still be implemented. Increase in content knowledge and problem solving skills are also seen as beneficial to the formative assessment (quiz) and summative assessment (test). For both assessments the percentage pass mark is 40%. The results are presented in table 3.

Table 3. Formative and Summative Assessment.

	Assessment	N	Passed (%)	Failed (%)
Flipped	Formative	36	74	26
	Summative	36	65	335
Traditional	Formative	36	52	48
	Summative	36	58	42

The result found that the percentage of students that passed for both assessments was higher for the flipped classroom than the traditional classroom. The teachers commented that the achievements in flipped classroom are better than the traditional classroom, stating that students can assess the video at any time and refer to their module before their assessment. However for the traditional classroom, the passing percentage is lower than that of the flipped classroom.

## DISCUSSION

There were six items that assessed students' general perceptions of the Flipped Classroom. Item 1 stated: *The Flipped Classroom is more engaging than traditional classroom instruction.* The results from this item were overwhelmingly positive. 84% students surveyed either agreed or strongly agreed with this statement. Only 16 % responded that they disagreed.

Item 2 stated: *I would recommend the Flipped Classroom to a friend.* 83 % either strongly agreed or agreed with this statement. The results found that students recommending flipped classroom to a friend.

(Stumpfenhorst, 2012) argued that the student-centered instruction and active learning made possible in a flipped classroom. The flipped classroom model does not eliminate the lecture or other means of direct instruction. Instead, it removes lectures from the group learning space to maximize the amount of time teachers have to spend with individual students and students have to spend working with one another.

Item 3 stated: *The Flipped Classroom gives me greater opportunities to communicate with other students.* Only one student disagreeing with this statement and no students strongly disagreeing with the statement. 95% of the students either agreed or strongly agreed with this statement.

Flipped classroom provides more time to address the needs of individual students and enables more active and engaged learning, without sacrificing the amount of material that can be covered. Effective teaching may be better in flipped classrooms and it will support the 21<sup>st</sup> century education where students will be active learner.

Item 4 stated: *I regularly watch the video assignment*, found that 84% either agreed or strongly agreed that they regularly watched the video assignment.

Item 5 stated: *I am more motivated to learn English in the Flipped Classroom*. While no one strongly disagreed and only two disagreed, there were 90% who neither agreed nor disagreed. Another concern is voiced by those who want to use the Socratic Method to engage students in the material as it is being delivered. These teachers believe that a flipped classroom sacrifices actual instruction in order to increase opportunities for student collaboration and activities generated and led by students. However, as Marshall (2013) points out in her model of Flipped Learning, one key role for teachers is to “lead from behind.” In other words, the teacher engages in “observation, feedback, and assessment” during class and, in the process, guides the learners’ thinking, in the best spirit of the Socratic Method. Furthermore, the learners themselves can fill these same three roles as they observe and provide feedback to each other during class and as they assess their own learning. These support the 21<sup>st</sup> century collaboration skills among students. Students will share their knowledge and experience with their friends and teachers.

Item 6 stated: *I like watching the lessons on video*. The results of this item were mixed. While only 15% either disagreed or strongly disagreed with the statement, 75% either agreed or strongly agreed with it. Gary Stager (2013) argued that the Flipped learning model places too much emphasis on lectures and homework. Gary Stager (2013) predicts that mediocre teachers will be hired to create videos of lectures that are not customized for the specific needs of a class.

Stager (2013) said that flipped classroom creates student-centered learning, peer interactions and personalized instruction. Stager is concerned that flipped classroom is a way to replace teachers with videos. Teachers have to know how to facilitate learning and not just be able to proficiently communicate content.

### **WHAT TEACHERS THINK?**

- 85% of teachers saw an increase in the value of their students
- 80% of teachers are more connected with students outside the classroom
- 85% of teachers use class time to further explore the deeper lessons
- 83% of teachers say their classes turn into a more interactive learning environment
- 73% of teachers who have never done flipped classroom say they want learn deeper

### **CONCLUSION**

The use of Technology in the classroom method is consistent the requirement of the Ministry of Education (MOE) to leverage information technology in teaching and learning process. Conventional teaching methods need to be transformed to ensure that the country’s education system is able to move along the competitive learning. Flipped classroom is one of the methods with potential to realize this vision. Enfield (2013) stated that time needed to prepare videos and the need to ensure that video meet standards required for students with disabilities.

Mason et al. (2013) found that students in flipped classrooms like the use of video and feel the inversion is a better use of class time. Besides that, students prefer the active approach to learning that the flipped format often brings and believe that having more in-class activity helps

with learning that the flipped content (Enfield 2013; Mason et al.2013). Flipped classroom have a positive impact on student achievement based on the findings.

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## **Kepimpinan Distributif Dan Komuniti Pembelajaran Profesional (Kpp) Di Sekolah Rendah**

Tam Hui Teng & Mohd Izham Mohd Hamzah  
Fakulti Pendidikan, Universiti Kebangsaan Malaysia  
Email of corresponding author: Thteng88@Gmail.Com

### **Abstrak**

Pelan Pembangunan Pendidikan Malaysia (PPPM) 2013-2025 dirancang untuk meningkatkan kualiti sistem pendidikan supaya dapat mengikut taraf pendidikan antarabangsa yang semakin meningkat. Pentadbir menjadi peranan yang amat penting dalam usaha membantu merealisasikan hasrat PPPM ini. Kertas konsep ini bertujuan untuk membincangkan kepimpinan distributif guru besar dan amalan Komuniti Pembelajaran Profesional (KPP) guru di sekolah. Kepimpinan distributif mementingkan perkongsian tanggungjawab antara pentadbir dengan guru-guru dalam usaha perkembangan sekolah. Pentadbir sekolah perlu memahami peranan sebagai pemimpin distributif supaya meningkatkan tahap amalan KPP dalam kalangan guru.

**Kata kunci:** Kepimpinan distributif, Komuniti Pembelajaran Profesional (KPP), sekolah rendah

### **1.0 Pengenalan**

Amalan kepimpinan distributif oleh pemimpin sekolah merupakan satu elemen yang penting dalam menjayakan pelaksanaan Pelan Pembangunan Pendidikan Malaysia 2013-2025. Kepimpinan distributif merupakan kepimpinan yang mengandungi aspek teori kepimpinan popular lain (Azhar Harun et al., 2016). Dengan itu, kepimpinan distributif dapat dikenali sebagai pemimpin pelbagai (Spillane et al., 2004). Gaya kepimpinan distributif membenarkan pemimpin berkongsi bebanan tugas yang semakin meningkat dengan orang bawahan (Meng Tian et al., 2015). Hal ini kerana kepimpinan pemimpin sekolah pada zaman sekarang tidak lagi memikul semua tanggungjawab. Sebaliknya, pencapaian sekolah merupakan usaha bersama antara pemimpin sekolah dengan guru-guru.

Untuk meningkatkan pengetahuan dan kemahiran guru, pembangunan profesional berterusan amat ditekankan dalam PPPM 2013-2025 (KPM, 2013). Peruntukan telah ditingkatkan bagi menjayakan pelaksanaan pembangunan profesional berterusan dalam Gelombang 1 (2013 - 2015). Komuniti Pembelajaran Profesional (KPP) merupakan salah satu program di bawah pembangunan profesional berterusan. KPP perlu diamalkan dalam kalangan guru supaya mewujudkan budaya kecemerlangan profesional guru seperti yang diharapkan dalam Gelombang 3 (2020 - 2025).

Komuniti Pembelajaran Profesional (KPP) merupakan satu konsep amalan yang mementingkan kolaborasi antara guru (Mohd Faiz et al., 2016). Menurut Rebecca Duncombe dan Kathleen (2004), guru boleh belajar secara kolaboratif daripada rakan-rakan melalui pemerhatian pengajaran, perbincangan atau penyelesaian masalah. Di samping itu, kolaborasi juga boleh berlaku melalui perkongsian pelbagai pengalaman dan pengetahuan daripada guru-guru yang berpengalaman. Kesimpulannya, kepimpinan guru besar dan profesionalisme guru penting dalam peningkatan pencapaian murid.

### **2.0 Pernyataan Masalah**

Menurut Meng Tian et al. (2016), kekurangan bukti empirikal terhadap amalan dan kesan kepimpinan distributif merupakan satu jurang penyelidikan dalam sistem pendidikan. Hal ini disokong oleh hasil kajian Jamallulail et al. (2013) yang merumuskan bahawa konsep

kepimpinan distributif di Malaysia masih berada di peringkat permulaan kerana petadbir sekolah masih menganggap kepimpinan ini masih baharu dan asing kepada mereka.

Menurut Zuraidah dan Muhammad Faizal (2014), model KPP untuk sekolah di Malaysia masih baru dan asing. Ini adalah kerana kementerian pendidikan Malaysia baru memperkenalkan pelaksanaan KPP ini pada tahun 2011. Tambahan, terdapat kajian yang menunjukkan bahawa ramai guru kurang memahami konsep sebenar pelaksanaan budaya KPP di sekolah (Zuraidah et al., 2016).

Kajian mengenai kepimpinan guru besar terhadap amalan KPP dalam kalangan guru adalah kurang. Kebanyakan kajian yang telah dijalankan sebelum ini adalah menumpukan kajian amalan KPP guru (Aziah Ismail et al., 2014; Zuraidah & Muhammad Faizal, 2014; Ahmad Marzuki et al., 2015) dan amalan KPP terhadap pencapaian murid (Ratts et al., 2015) dan profesionalisme guru (Rodríguez Bonces, 2014; Zuraidah et al., 2016). Secara keseluruhannya, kekurangan data empirikal mengenai kepimpinan distributif guru besar dan KPP serta masih tiada kajian mengenai hubungan antara kepimpinan distributif dengan KPP di Malaysia boleh mendorong penyelidik untuk menjalankan kajian terhadap kedua-dua hubungan ini di sekolah.

### 3.0 Kepimpinan Disributif

Kepimpinan distributif merupakan satu konsep yang muncul pada awal 2000-an dari gabungan teori sosiologi, kognitif, psikologi dan antropologi yang sedia ada (Hermann, 2016). Konsep ini semakin popular dalam penulisan empirikal dan normatif dalam bidang pendidikan (Joseph Flessa, 2009). Menurut McBeth (2008), kepimpinan distributif merupakan amalan kepimpinan yang bermakna di mana ia dapat meningkatkan pembelajaran murid. Kepimpinan distributif merupakan satu pemikiran kerangka kerja yang menggalakkan lebih ramai individu terlibat dalam kepimpinan baik secara rasmi atau tidak rasmi (Spillane, 2006).

Kepimpinan distributif merupakan kepimpinan yang dikongsikan kepada ahli-ahli untuk kebaikan organisasi (Angelle, 2010). Dalam sistem pendidikan, kepimpinan distributif boleh dilihat sebagai kolaborasi antara guru besar, guru-guru dan ahli-ahli pasukan lain dalam penambahbaikan sekolah demi memperbaiki sekolah dari segi pengajaran yang lebih berkesan (Heck & Hallinger, 2011).

Proses transformasi sekolah adalah terlalu kompleks kepada seseorang untuk mencapainya dengan usaha sendiri (Lashway, 2003). Dengan itu, kepimpinan harus disebar di seluruh sekolah dan bukannya penguasaan hak terletak pada seorang sahaja. Hal ini akan memberi peluang kepada komuniti sekolah lain untuk mengambil alih peranan kepimpinan dalam bahagian yang mereka cekap, berkongsi dalam membuat keputusan dan menjadi sebahagian daripada rangka kerja kepimpinan (Gordon, 2005). Tambahan, Aidan Davison et al. (2014) menyatakan bahawa kepimpinan distributif ini dapat menggalakkan tindakan bersepadu melalui gabungan dan interaksi minat seseorang individu dan berupaya menghasilkan hasil yang melebihi pencapaian yang boleh dicapai oleh individu sahaja.

Elmore (2000) telah mengenal pasti lima dimensi amalan kepimpinan distributif, iaitu misi, visi dan matlamat, budaya sekolah, membuat keputusan, penilaian dan perkembangan profesional dan amalan kepimpinan. Pada tahun 2005, lima dimensi amalan kepimpinan distributif telah diubah dan dikurangkan kepada empat dimensi oleh Gordon melalui faktor analisis. Antaranya termasuk:

- (a) **Misi, visi dan matlamat:** Misi merupakan tujuan yang ditetapkan oleh sesebuah organisasi, manakala visi memberi satu hala tuju kepada organisasi tersebut (DuFour & Eaker, 1998). Misi, visi dan matlamat sekolah hanya berkesan sekiranya ia mendapat kesedaran daripada warga sekolah, jelas, terkini dan mencerminkan nilai-nilai pendidikan yang menyokong hala tuju pendidikan negara (Gordon, 2005).

- (b) **Budaya sekolah:** Budaya terbentuk sepanjang sejarah sekolah dan ia merangkumi kepercayaan, nilai-nilai dan tabiat yang dapat membentuk norma organisasi (DuFour & Eaker, 1998; Gordon, 2005). Budaya kolabaratif penting dalam kepimpinan distributif supaya dapat menyediakan satu medium yang berdaya maju untuk mengawal dan memberi makna kepada situasi baharu.
- (c) **Berkongsi tanggungjawab:** Perkongsian tanggungjawab bermaksud guru besar dan guru-guru berkongsi akauntabiliti untuk pencapaian murid (Gordon, 2005). Perkongsian tanggungjawab perlu dibentuk mengikut kepentingan, kemahiran, pengalaman dan bidang kepakaran setiap ahli (Elmore, 2000).
- (d) **Amalan kepimpinan:** Menjelaskan cara pemimpin sekolah menentukan, menyampaikan arahan dan mengamalkan interaksi mereka dengan orang lain dalam proses kepimpinan (Gordon, 2005). Amalan kepimpinan harus disebarkan dalam kalangan pemimpin sekolah secara formal dan tidak formal dan pemimpin sekolah haruslah jelas akan tanggungjawab dan berkeyakinan untuk bekerja baik dengan guru-guru.

#### 4.0 Komuniti Pembelajaran Profesional (KPP)

Akibat daripada peningkatan pembaharuan dan perubahan sekolah, banyak sekolah telah beralih kepada pelaksanaan KPP untuk memenuhi keperluan murid dan guru (Schmoker, 2005). Istilah Professional Learning Community (PLC) atau dikenali sebagai Komuniti Pembelajaran Profesional (KPP) dalam bahasa Malaysia sudah wujud pada tahun 1960an dan ia direka untuk membolehkan pendidik untuk melihat pendidikan sebagai pembelajaran berpusatkan murid (KPM, 2010).

Carol Jeanette Turner (2015) menyatakan bahawa KPP merupakan satu proses, strategi atau sejenis budaya. KPP merujuk kepada usaha para pendidik yang komited bekerja secara kolaboratif untuk membuat kajian tindakan bagi mencapai prestasi yang lebih untuk murid-murid (DuFour Eaker & Many, 2006). KPP ini membolehkan sekumpulan pendidik sentiasa berusaha untuk memenuhi potensi sendiri sepenuhnya dan memaksimumkan pembelajaran pelajar melalui kerjasama untuk belajar, berkembang dan meningkatkan amalan profesional mereka (Kristy Ann East, 2015). Dengan itu, kemahiran baharu dan pengetahuan dapat ditingkatkan semasa guru-guru berkolaboratif (Rebecca Duncombe & Kathleen M. Armour, 2004).

Berdasarkan kajian-kajian daripada penyelidik, Jennifer Kelly dan Sabre Cherkowski (2015) telah merumuskan bahawa KPP memberi tumpuan kepada tiga aspek, iaitu kolaborasi, hubungan dan amalan refleksi. KPP menekankan pengajaran kolaborasi dan berkongsi di mana amalan boleh dinilai dalam model inkuiri kolaboratif pembelajaran profesional (Halbert & Kaser, 2013). Hal ini adalah kerana guru-guru yang berkolaboratif adalah cenderung untuk meningkatkan pencapaian sekolah. Dengan itu, boleh dirumuskan bahawa KPP terdiri daripada tiga idea utama, iaitu memastikan murid belajar, mewujudkan budaya kolaboratif dan memberi tumpuan kepada hasil (Dufour, 2004).

Hord (1997) telah mengenal pasti lima dimensi dalam KPP, iaitu:

- (a) **Perkongsian nilai dan visi:** Perkongsian pemikiran, matlamat dan sistem nilai pusat yang sama untuk pembelajaran yang berterusan. Murid dianggap berkebolehan dalam pencapaian akademik, guru terlibat dalam membina visi bersama, visi dijadikan panduan kepada guru-guru untuk membuat keputusan tentang pengajaran dan pembelajaran di sekolah (Hord, 2004). Dalam KPP, visi dan nilai menekankan hasil pembelajaran murid, iaitu berfokus kepada pengajaran dan pembelajaran murid (Zuraidah & Muhammad Faizal, 2014).
- (b) **Perkongsian kepimpinan dan kepimpinan menyokong:** Penglibatan guru dan pengetua secara kolektif untuk berkongsi kepimpinan. Perkongsian kepimpinan ini memberi peluang

kepada guru-guru untuk mewujudkan keadaan yang berinovasi dan kreatif untuk meningkatkan pencapaian murid (Mullen & Jones, 2008).

- (c) **Pembelajaran kolektif dan pengaplikasian:** Guru terlibat secara kolektif untuk mencari pengetahuan baharu dan mengaplikasikan pengetahuan baharu tersebut untuk menyelesaikan masalah keperluan murid. Ia dapat mengalakkan guru mencari jawapan, bertanya soalan terhadap apa yang murid perlu belajar, bagaimana mereka tahu sekiranya murid telah belajar dan bagaimana mereka tahu bertindak apabila murid bermasalah (Cohen & Hill, 2001; DuFour, 2004).
- (d) **Keadaan suportif:** Keadaan fizikal dan kemanusiaan yang menggalakkan dan mengekalkan suasana kolektif dan pembelajaran kolektif (Hord, 2004). Antara faktor fizikal yang menyokong pembelajaran kolektif termasuk peruntukan masa, pembekalan sumber, kemudahan dan persekitaran sekolah. Dari segi kemanusiaan, ia termasuk kepercayaan dan hormat antara guru serta pengiktirafan.
- (e) **Amalan perkongsian personal:** Guru mengkaji semula amalan rakan dan memberi maklum balas dan bantuan kepada guru tersebut demi perkembangan individu (Hord, 2004). Bantuan antara guru ini termasuk guru memerhati dan membuat perbincangan tentang pengajaran dan pembelajaran rakan di bilik darjah dan guru menjadi fasilitator antara satu sama lain.

## 5.0 Dapatan Kajian Lampau

### 5.1 Kepimpinan Distributif

Kajian yang telah dibuat oleh Marlia Jamail dan Yahya Don (2016) menunjukkan dapatan seperti berikut:

**Jadual 1** menunjukkan hubungan antara kepimpinan distributif guru besar dan komitmen guru terhadap organisasi. Dapatan menunjukkan bahawa terdapat hubungan yang signifikan ( $r = 0.31$ ,  $p < 0.01$ ) antara kepimpinan distributif guru besar dan komitmen guru terhadap organisasi. Walau bagaimanapun, dapatan menunjukkan hubungan yang sangat lemah ( $r = 0.31$ ) antara kepimpinan distributif dengan komitmen guru terhadap organisasi. Kajian ini adalah sejajar dengan dapatan daripada kajian Hester Hulpia et al., 2011 dan Yusof Boon & Yahzanon Tahir, 2013 yang menyatakan bahawa kepimpinan distributif dapat meningkatkan komitmen guru terhadap organisasi.

**Jadual 1:** Kepimpinan Distributif dan Dengan Komitmen Guru Terhadap Organisasi

Pembolehubah	Kepimpinan Distributif		
	N	Pekali Korelasi	Sig. (2 hujung)
<b>Komitmen Guru Terhadap Organisasi</b>	279	.313	.000

Sumber: Kajian Marlia Jamail & Yahya Don, 2016

\*\* $p < .01$

### 5.2 Komuniti Pembelajaran Profesional (KPP)

Kajian yang telah dibuat oleh Aziah Ismail et al (2014) menunjukkan dapatan seperti berikut:

**Jadual 2** menunjukkan tahap amalan KPP guru di sekolah berprestasi tinggi dan sekolah berprestasi rendah. Dapatan menunjukkan bahawa tahap amalan KPP oleh guru di sekolah berprestasi tinggi ( $\text{min}=3.20$ ;  $\text{sp}=0.44$ ) dan sekolah berprestasi rendah ( $\text{min}=3.05$ ;  $\text{sp}=0.33$ ) adalah tinggi. Walau bagaimanapun, tahap amalan KPP guru di sekolah berprestasi tinggi adalah lebih tinggi daripada tahap amalan KPP di sekolah rendah. Dapatan ini juga sejajar dengan hasil kajian Chong et al. (2016) yang menyatakan bahawa tahap amalan KPP di sekolah berprestasi tinggi adalah lebih tinggi daripada di sekolah berprestasi rendah. Hal ini

menunjukkan bahawa amalan KPP di sekolah boleh memberi impak positif kepada pencapaian murid.

**Jadual 2:** Tahap Amalan KPP di Sekolah Berprestasi Tinggi dan Sekolah Berprestasi Rendah

Dimensi	Sekolah berprestasi tinggi		Sekolah berprestasi rendah	
	Min	Sisihan piawai	Min	Sisihan piawai
1. Perkongsian kepimpinan dan kepimpinan menyokong	3.13	0.55	2.98	0.41
2. Perkongsian nilai dan visi	3.24	0.50	3.07	0.35
3. Pembelajaran kolektif dan pengaplikasian	3.26	0.45	3.12	0.44
4. Keadaan suportif	3.25	0.51	3.12	0.45
5. Amalan perkongsian personal	3.18	0.45	3.01	0.36
	<b>3.20</b>	<b>0.44</b>	<b>3.05</b>	<b>0.33</b>

Sumber: Kajian Aziah Ismail et al., 2014

\*\*p < .01

## 6.0 Implikasi

Pentadbir sekolah perlu memahami peranan sebagai pemimpin distributif kerana mereka merupakan penggerak utama untuk menggalak guru-guru supaya melibatkan diri dalam peningkatan prestasi sekolah. Kepimpinan distributif yang berkesan dapat meningkatkan komitmen guru untuk mengamalkan KPP dengan lebih berkesan. Secara tidak langsung, guru dapat menghasilkan PdP yang berkualiti dan seterusnya meningkatkan pencapaian murid.

Amalan pentadbir sekolah yang menetapkan misi dan visi bersama dengan guru boleh menggalakkan penglibatan guru dalam proses kepimpinan. Nilai, visi, misi dan matlamat yang ditentukan antara pentadbir dan guru-guru dengan persetujuan ramai dapat mengurangkan konflik dan percanggahan antara matlamat dan harapan yang terdapat dalam kalangan individu. Akibatnya, guru-guru akan lebih berinisiatif dan menjalankan tugas mereka dalam hala tuju yang betul demi menambahbaik PdP di sekolah.

Kepimpinan distributif dan amalan KPP yang mementingkan budaya kolaboratif dapat menggalak pentadbir sekolah dan guru-guru untuk berinteraksi dan berkolaborasi antara satu sama lain. Hal ini dapat menggalakkan guru-guru untuk berkongsi pengalaman dan ilmu pengetahuan baharu, menyelesaikan masalah pembelajaran murid bersama-sama dan saling membantu supaya meningkatkan pencapaian murid.

Selain daripada itu, amalan perkongsian kuasa antara pentadbir dan guru-guru dapat mengeratkan hubungan antara pentadbir sekolah dengan guru-guru. Peluang untuk menyumbang idea dalam kalangan guru-guru dapat menguncupkan bakat dan potensi mereka dalam pelaksanaan KPP. Pemimpin yang menjaga keperluan guru-guru ini boleh melahirkan perasaan dihargai dan seterusnya meningkatkan komitmen mereka untuk menjalankan PdP dengan lebih efektif.

## 7.0 Kesimpulan

Kajian tentang kepimpinan distributif dan tahap amalan KPP guru di sekolah adalah kurang di negara kita. Kepimpinan distributif guru besar yang berkesan dapat meningkatkan komitmen guru dan diharapkan ia dapat meningkatkan tahap amalan KPP guru demi meningkatkan

pencapaian murid. Kepimpinan distributif harus disebar dan diamalkan secara luas dalam kalangan pentadbir sekolah demi mencapai aspirasi KPM. Dengan itu, pentadbir sekolah perlu memahami peranan sebagai pemimpin distributif supaya meningkatkan tahap amalan KPP dalam kalangan guru

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## Social Work

### Permasalahan dan Kesiapsiagaan Sukarelawan Bencana Membantu Mangsa Bencana Alam

Nur Hafizah Binti Md Akhir, Azlinda Binti Azman & Noremy Binti Md Akhir

Universiti Sains Malaysia,

Email of corresponding author: nurhafizahmd.akhir@yahoo.com

#### Abstrak

Kertas konsep ini membincangkan tentang permasalahan sukarelawan bencana dalam usaha meningkatkan kesiapsiagaan sukarelawan semasa proses membantu mangsa bencana alam. Bencana adalah kejadian yang boleh menyebabkan kemusnahan harta benda dan nyawa sehingga membataskan kemampuan dan kesejahteraan individu atau masyarakat. Hampir setiap tahun bencana alam seperti tanah runtuh, tsunami, banjir dan ribut taufan berlaku. Antara negara yang terjejas disebabkan oleh bencana alam ialah negara Jepun, Indonesia, Thailand dan Malaysia. Sukarelawan adalah kumpulan yang menguruskan bantuan kemanusiaan kepada mangsa bencana. Kajian lepas berkaitan bencana lebih memfokuskan kesan yang dialami oleh mangsa bencana. Walau bagaimanapun, tugas sebagai sukarelawan bencana turut terkesan dari aspek gangguan emosi, mental dan kecederaan fizikal. Selain itu, kesan yang dialami oleh sukarelawan juga boleh mendorong kepada ketidaksediaan sukarelawan semasa proses pengurusan bantuan bencana. Kesiediaan pula merupakan elemen utama dalam membantu mempersiapkan diri sukarelawan. Oleh itu, adalah penting permasalahan sukarelawan bencana dikenalpasti bagi membantu meningkatkan kesiapsiagaan sukarelawan serta meningkatkan keberkesanan sepanjang proses bantuan diberikan kepada mangsa bencana.

**Kata kunci:** Sukarelawan bencana, bencana alam, kesiapsiagaan.

#### Pengenalan

Menurut Majlis Keselamatan Negara (MKN) (2008), bencana didefinisikan sebagai kejadian yang berlaku secara mengejut, bersifat kompleks yang mengakibatkan kehilangan nyawa, kerosakan harta benda dan alam sekitar serta mengganggu aktiviti harian sesebuah komuniti. Selain itu, bencana alam juga merupakan peristiwa bencana diluar kemampuan manusia yang berlaku disebabkan oleh alam semulajadi seperti banjir, tanah runtuh dan banjir lumpur (Ibrahim & Fakhru'l-Razi, 2006). Menurut Atsumi dan Goltz (2004), sejak tahun 1995, Jepun adalah negara yang berpengalaman mengalami bencana alam iaitu gempa bumi Tohoku dan Tsunami pada 11 Mac 2011, kejadian ini telah mengorbankan hampir 20,000 nyawa dan melibatkan kos paling tinggi dalam sejarah dunia. Selain itu, Hat Yai Thailand juga pernah melalui pengalaman bencana banjir berikutan hujan lebat pada November tahun 2000, mengakibatkan kira-kira 32 orang mangsa terkorban manakala 1,700 orang mangsa cedera dan mengalami kerosakan harta benda (Assanangkornchai, Tangboonngam, & Edwards, 2004). Selain itu, Malaysia tidak terkecuali mengalami peristiwa bencana iaitu sejak tahun 1993 sehingga 2004, Malaysia telah mengalami 19 bencana alam yang menyebabkan 1,460 kematian dan 821 kecederaan (Ibrahim & Fakhru'l-Razi, 2006). Berdasarkan statistik daripada Agensi Pengurusan Bencana (2017), statistik mengikut jenis bencana daripada tahun 2012 sehingga 2016 menunjukkan banjir adalah antara bencana yang tertinggi berlaku di Malaysia, diikuti dengan tanah runtuh, taufan dan yang terendah banjir kilat. Menurut Dobashi et al., (2014), bantuan bencana ialah aktiviti yang melibatkan bantuan menyelamatkan, mencari mangsa yang hilang, memindahkan mayat mangsa dan bantuan pemulihan manakala sukarelawan adalah kumpulan yang terdiri daripada pelbagai latar belakang, demografi dan kerjaya yang mempunyai tahap latihan serta pengalaman yang



berbeza dalam bantuan bencana (Cristea et al., 2014).

### **Permasalahan sukarelawan bencana**

Ketika berlaku bencana pelbagai agensi kemanusiaan dan sukarela akan bertindakbalas dalam membantu kerajaan menangani dan memulihkan mangsa bencana (Azuddin, Shattri, & Hanum, 2015). Semasa proses pemulihan bencana, pelbagai cabaran dilalui oleh kerajaan, agensi bukan kerajaan, ekonomi, masyarakat dan individu (David, Julia, & Douglas, 2012). Begitu juga dengan sukarelawan bencana kerana mereka juga adalah pengerak yang akan memberi bantuan sepanjang proses bantuan bencana. Berdasarkan kajian berkaitan sukarelawan, perhatian kurang diberikan kepada kesan yang berisiko untuk dialami sukarelawan dalam konteks sosial budaya (Atsumi & Goltz, 2014). Sedangkan kesan yang dialami oleh sukarelawan boleh mendorong kepada ketidaksediaan sukarelawan dalam membantu proses pengurusan bantuan bencana.

Sukarelawan berisiko mengalami kecederaan, penyakit dan kematian semasa menjalankan proses bantuan bencana (Haraoka, Hayasaka, Murata, & Ojima, 2013). Dalam misi bantuan *Medical Relief Society Malaysia* (MERCY), antara masalah yang dialami di pusat perlindungan bantuan bencana adalah masalah kebersihan dan kualiti air kurang bersih sehingga menyebabkan penyebaran pelbagai penyakit (Zubir, Amirrol, & Rahman, 2010). Hal ini demikian kerana sumber bantuan di kawasan bencana adalah terhad dan keadaan ini tidak mampu mengawal mereka yang terlibat dengan bantuan bencana untuk mendapatkan vaksin atau pemeriksaan kesihatan terlebih dahulu sebelum masuk ke kawasan bencana (Takahashi, Kodama, & Kanda, 2013). Mereka yang melibatkan diri dalam proses bantuan bencana di Malaysia juga berisiko mengalami keletihan, dehidrasi, kesejukan, penyebaran kuman, kebakaran, kecederaan fizikal dan kematian (Azuddi, Faridah, & Tunku, 2008) kerana mereka perlu bergegas ke tempat kejadian untuk menyelamatkan mangsa daripada mengalami kecederaan yang lebih teruk (Morren, Dirkzwager, Kessels dan Yzermans, 2007).

Selain itu, sukarelawan yang berkerja dalam situasi kecemasan juga bekerja tanpa mengira waktu dalam keadaan yang tidak selamat, kurang sokongan dan tertekan (*Inter Agency Standing Committee*, 2010). Menurut Brooks et al (2015), mereka yang terlibat dalam bantuan kecemasan akan mengalami kesan kesejahteraan psikologi disebabkan oleh bebanan dan cabaran tugas di kawasan bencana. Sebagaimana yang dinyatakan oleh Thormara et al., (2014), gangguan tidur merupakan perkara biasa yang dilalui oleh sukarelawan terutama sekali pada minggu pertama selepas bencana, hal ini demikian kerana tugas sukarelawan bencana memerlukan tenaga fizikal dan tempoh masa bekerja yang panjang dalam situasi yang tidak selamat. Sebagai contoh dalam kajian Lory (2010), berkaitan Pengalaman Sukarelawan Ketika Bencana Hurricane Katrina dan Rita di US, tujuh daripada lapan orang responden yang terlibat dalam bantuan bencana mengalami gangguan tidur, mimpi buruk dan pemikiran terganggu selepas pulang daripada tempat kejadian. Disebabkan situasi ini, kebanyakan sukarelawan dianggap mengalami faktor yang mendorong kepada berlakunya Post-traumatic Stress Disorder (PTSD) (Thormara et al., 2014).

Semasa fasa pemulihan bencana, pengetahuan profesional dan kemahiran sukarelawan yang cekap adalah sumber bantuan penting kepada mangsa yang terjejas (Kako & Ikeda, 2009). Walau bagaimanapun, terdapat permasalahan dan isu yang berlaku disebabkan konflik apabila bantuan yang diberikan kepada mangsa bencana tidak mencukupi, lambat dan tidak teratur (Shazwani & Mohamad, 2016). Sebagai contoh dalam kajian Sloand, Ho, Klimmek, Pho dan Kub (2012), mendapati sukarelawan jururawat mengalami dilema etika apabila tidak dapat memberikan bantuan pemulihan yang sebaiknya kepada kanak-kanak yang mengalami kecederaan teruk. Hal ini disebabkan oleh ketidakpastian terhadap keupayaan dan kemahiran kerana kekurangan sumber bantuan dan secara tidak langsung telah mengganggu emosi sukarelawan jururawat (Sloand et al., 2012). Walhal pemulihan yang berkesan adalah daripada

penyelarasan sumber yang jelas dan digerakkan sebagai tindakan pemulihan (David et al., 2012).

### **Kesediaan sukarelawan bencana**

Kesediaan merupakan elemen penting dalam membantu sukarelawan mempersiapkan diri untuk memikul tanggungjawab sepanjang proses bantuan bencana. Berdasarkan kajian berkaitan sukarelawan, perhatian kurang diberikan kepada kesan yang berisiko untuk dialami sukarelawan dalam konteks sosial budaya (Atsumi & Goltz, 2014). Sedangkan kesan yang dialami oleh sukarelawan boleh mendorong kepada ketidaksediaan sukarelawan dalam membantu proses pengurusan bantuan bencana. Menurut Barbour dan Manly (2016), pengurusan tindakbalas sukarelawan merupakan bahagian penting yang dikaji dibawah persediaan bencana, tindakbalas bencana dan pemulihan bencana. Kesediaan adalah merupakan keadaan bersedia untuk bertindakbalas kepada ancaman alam sekitar (Perry & Lindell, 2003).

Seterusnya, menurut Kaya, Cavusoglu, Sen dan Calik (2014), pengurusan bencana adalah tugas menguruskan sumber untuk merancang dan melaksanakan aktiviti yang perlu dilakukan sebelum, semasa dan selepas bencana bagi tujuan mencegah dan mengurangkan kesan bencana. Selain itu, tugas utama pengurusan bencana yang komprehensif juga melibatkan empat elemen penting iaitu kesediaan, perlindungan, tindakbalas, pemulihan dan pencegahan (Kaya et al., 2014). Oleh itu, keperluan dan permasalahan sukarelawan perlu diberi tumpuan kerana mampu meningkatkan kesediaan dan keberkesanan bantuan semasa proses pengurusan bencana.

Menurut Lammers dan Barbour (2006), rangka kerja organisasi adalah penting untuk kajian kesediaan kerana tumpuan akan diberikan kepada cara organisasi tersebut memikirkan tentang bencana dan ia boleh mewujudkan polisi kesediaan bencana. Corporation for National and Community Services United States (2017), menyatakan terdapat lima elemen pengurusan kesediaan sukarelawan iaitu:

1. Perancangan program
2. Merekrut dan penempatan
3. Orentasi dan latihan
4. Penyeliaan dan pengiktirafan
5. Penilaian program

Lima elemen kesediaan sukarelawan yang dinyatakan, sukarelawan yang mempunyai kesediaan yang baik bukan sahaja jelas dengan jangkaan yang bakal mereka lalui tetapi mereka juga akan lebih yakin bahawa apa yang mereka berikan adalah sesuatu yang bernilai dan bermakna (Grossman & Furano, 2000). Selain itu, komitmen pelaburan yang stabil daripada kerajaan diperlukan untuk kesediaan bencana (Inglesby, 2011). Tambahan pula, pelaburan untuk aktiviti latihan kesediaan bencana juga perlu diberikan kepada sukarelawan melalui latihan dan pendidikan yang berterusan (Brand et al., 2008). Selain itu, organisasi perlu sedar sekiranya perancangan bencana dilakukan tanpa melibatkan sukarelawan dan ketua organisasi akan menyebabkan manfaat dan jangkaan organisasi tidak mampu diberikan secara berterusan kepada komuniti (Culp, Eastwood, Turner, & Knight, 2015).

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# **Daya Tahan (*Resilience*) Keluarga Pesakit Kecederaan Otak Traumatik (KOT) Bagi Menangani Isu Biopsikososial**

**Nor Amalina Jali, Azlinda Azman & Paramjit Singh Jamir Singh**  
Pusat Pengajian Sains Kemasyarakatan, Universiti Sains Malaysia

## **Abstrak**

Kecederaan otak traumatik (KOT) merupakan antara masalah kesihatan yang menyebabkan berlakunya peningkatan terhadap kecacatan secara akut. KOT kerap berlaku kepada golongan belia dalam lingkungan umur 15 hingga 24 tahun, orang tua yang berusia 65 tahun ke atas dan kanak-kanak pada usia lima tahun ke bawah. Isu KOT menunjukkan kesan yang ketara, bukan sahaja kepada pesakit tetapi juga kepada ahli keluarga. Pesakit KOT akan bergantung kepada keluarga untuk menjaga dan menguruskan keperluan harian mereka. Peranan penjagaan terhadap pesakit KOT adalah mencabar sehingga mengganggu kesejahteraan kehidupan keluarga. Bersandarkan kajian literatur, kertas kerja ini akan meneliti isu biopsikososial keluarga pesakit KOT, sekaligus mengemukakan penerapan daya tahan yang dapat mengurangkan ketegangan yang dihadapi oleh keluarga. Berdasarkan kajian literatur, isu biopsikososial adalah kesan yang timbul di sepanjang tempoh keluarga menjaga pesakit KOT sama ada dari sudut biologiikal, psikologiikal dan sosial. Berhadapan dengan isu biopsikososial yang membimbangkan, penerapan daya tahan seperti sokongan sosial keluarga serta sumbangan daripada komuniti dan perkhidmatan profesional merupakan evolusi positif bagi membantu keluarga pesakit KOT bangkit semula daripada situasi krisis yang dialami.

Kata Kunci: Daya Tahan (*resilience*), Keluarga Pesakit Kecederaan Otak Traumatik (KOT), Biopsikososial

## **1.0 Pengenalan**

Dalam kehidupan kekeluargaan, menggalas peranan sebagai penjaga utama kepada ahlinya yang mengalami masalah kesihatan tidak menimbulkan banyak masalah kepada keluarga. Hal ini disebabkan oleh, kebanyakan keluarga nuklear tinggal berdekatan atau bersama dengan keluarga luas. Selain itu, kebanyakan peranan penjagaan dilakukan oleh golongan wanita yang tidak bekerja secara formal. Namun, proses perbandaran dan pemodenan yang semakin pesat telah menyebabkan perubahan terhadap struktur kekeluargaan di mana keluarga nuklear adalah lebih dominan berbanding dengan keluarga luas. Implikasi terhadap perubahan pola tersebut adalah ketidupayaan sebahagian besar daripada keluarga untuk menyediakan peranan penjagaan kepada ahli-ahlinya, lebih-lebih lagi jika mereka memerlukan penjagaan dalam tempoh masa yang lama.

Isu kesihatan yang berkaitan dengan KOT memberikan kesan yang luar biasa kepada fungsi sistem kekeluargaan. Kecacatan akut yang dialami oleh pesakit KOT adalah dianggap sebagai situasi krisis yang menekankan sehingga boleh mengubah dinamik sesebuah sistem kekeluargaan (Gauvin-Lepage & Lefebvre, 2010). Perubahan tingkah laku yang ditunjukkan oleh pesakit selepas berlakunya kecederaan seperti ketidakupayaan untuk mengawal kemarahan, gerak hati, aktiviti seksual yang tidak sesuai, pertimbangan sosial yang lemah dan perubahan personaliti semuanya boleh menyumbang kepada ketegangan yang lebih besar terhadap keluarga (Champion, Holcomb, & Young, 2009). Keluarga yang berperanan sebagai penjaga utama kepada pesakit KOT harus menerima sebarang bentuk perubahan yang ditunjukkan oleh pesakit dan menyesuaikan diri dengan situasi yang baru berlaku dalam kehidupan mereka. Situasi ini memberikan kesan dari sudut biopsikososial (biologiikal, psikologiikal dan sosial) kepada keluarga semasa mereka menjaga pesakit KOT. Hal ini disebabkan oleh, keluarga menjalankan peranan dengan memberikan penjagaan dan sokongan kepada pesakit KOT untuk tujuan pemulihan kefungsiian sosial mereka.

Berdasarkan analisis kajian lepas, kertas kerja ini membincangkan dengan terperinci akan isu biopsikososial iaitu dari sudut biologi, psikologi dan sosial yang timbul sepanjang tempoh keluarga menjaga pesakit KOT. Ianya turut membincangkan penerapan daya tahan keluarga yang menjaga pesakit KOT termasuklah sokongan sosial keluarga serta sumbangan daripada komuniti dan perkhidmatan profesional bagi membantu keluarga pesakit KOT bangkit semula daripada situasi krisis yang dialami.

## **2.0 Isu Biopsikososial**

Penjagaan terhadap ahli keluarga yang telah didiagnosis mengalami masalah kesihatan bukan sekadar melibatkan penjagaan fizikal namun berkait rapat dengan hal-hal ekonomi atau kewangan, pengetahuan tentang masalah kesihatan yang dialami, keupayaan dan kekuatan mental penjaga untuk mengatur dan menguruskan peranan mereka supaya tidak berkonflik dengan peranan yang lain serta memberi manfaat kepada kedua belah pihak.

Batas-batas keupayaan tersebut boleh menimbulkan konflik biopsikososial sehingga boleh menjejaskan kualiti penjagaan terhadap pesakit yang dijaga. Kebanyakan penjaga yang terdiri daripada ahli keluarga tidak mempunyai kemahiran dan tidak dilatih terutamanya dalam bidang jagarawatan. Tambahan pula, mereka perlu menggabungkan peranan sebagai penjaga dengan peranan produktif yang lain. Tugas sebagai penjaga utama kepada pesakit KOT bukanlah satu tugas yang mudah kerana penjaga seharusnya mempunyai pengetahuan dan kemahiran mengenai masalah kesihatan, rawatan dan memahami perubahan tingkahlaku yang ditunjukkan oleh pesakit.

Keluarga perlu mengubah peranan yang menjadi kebiasaan sebelum ini bagi menyesuaikan diri dengan perubahan yang berlaku ke atas pesakit KOT. Kebergantungan pesakit KOT membuatkan keluarga perlu menguruskan hal-hal pengurusan diri dan keperluan pesakit. Sebagai penjaga utama, keluarga memainkan peranan penting dalam memberikan penjagaan kepada pesakit KOT namun gangguan dari sudut biopsikososial yang mendominasi sistem kekeluargaan akan menjejaskan kualiti kehidupan mereka (Kreutzer et al., 2009; Ponsford & Schonberger, 2010).

### **2.1 Biologi**

Biologi merujuk kepada aspek perkembangan dan keadaan diri seseorang individu secara biologi dan kebiasaannya berkaitan dengan kesihatan diri seperti status kesihatan dan keperluan atau penerimaan rawatan (Ohman & Söderberg, 2004). Menurut Kratz, Sander, Brickell, Lange dan Carlozzi (2015) keluarga akan mengalami perubahan kesihatan diri seperti kekurangan waktu tidur, mendapat tekanan darah tinggi dan cepat berasa penat.

Menurut DeBaillie (2014) akibat daripada banyak masa diperuntukkan oleh keluarga untuk memberikan tumpuan kepada pesakit menyebabkan keluarga mengalami pengurangan berat badan kerana mereka sering mengabaikan waktu makan. Selain itu, keluarga juga mempunyai masalah seperti perubahan selera makan (Kratz, Sander, Brickell, Lange, & Carlozzi, 2015). Ketidakeupayaan fungsi fizikal ini sekaligus membataskan keupayaan keluarga untuk menguruskan pesakit.

### **2.2 Psikologi**

Psikologi pula adalah aspek kognitif dan emosi yang mengganggu ataupun mempengaruhi keadaan diri individu tersebut (Klonoff, 2010; Lefebvre & Levert, 2012; Testa, Malec, Moessner, & Brown, 2006). Keluarga mengekspresikan pelbagai bentuk emosi sebagai contohnya, penafian, ketakutan, kemarahan, tekanan, kekacauan pemikiran, rasa kehilangan dan hilang arah, mengalami gangguan mood seperti kemurungan dan kebimbangan (Degeneffe, 2001; Kolakowsky-Hayner, Miner & Kreutzer, 2001; Leslie, 2000; Man, Lam & Bard, 2003; Ponsford, Olver, Ponsford & Nelms, 2003; Ponsford & Schönberger, 2010).

Keluarga mengalami perasaan *burnout* kerana ketidakmampuan mereka untuk menjaga ahli

keluarga yang mengami KOT (DeBaillie, 2014). Kajian lepas yang dijalankan oleh Simpson dan Jones (2012) menjelaskan bahawa tekanan yang dihadapi oleh keluarga selaku penjaga utama adalah disebabkan perubahan-perubahan fizikal, emosi dan sosial pesakit KOT. Kajian terdahulu melaporkan bahawa pasangan lebih tertekan berbanding dengan ibu bapa apabila menjaga pesakit KOT (Perlesz, Kinsella, & Crowe 2000; Verhaeghe, Defloor, & Grypdonck, 2005). Hal ini disebabkan oleh, pasangan yang menjaga pesakit KOT perlu menjalankan tugas penjagaan termasuklah menjaga dan membuat keputusan dilakukan secara bersendirian.

### **2.3 Sosial**

Menurut Bishop, Degeneffe dan Mast (2006) sosial merupakan aspek interaksi sosial yang mempengaruhi tingkah laku dan sosialisasi individu di mana berkait-rapat dengan kekeluargaan, pengasingan diri, pekerjaan, stigma masyarakat, tekanan pasangan, gangguan kepada rutin harian dan berurusan dengan pelbagai pihak

Keluarga yang menggalas peranan sebagai penjaga utama kepada pesakit KOT perlu menyepi dan meminggirkan diri daripada berinteraksi, berkomunikasi dan menjalankan aktiviti seharian bersama dengan orang yang di sekeliling (Simpson & Jones, 2012) kerana ketidakupayaan pesakit KOT yang memerlukan penjagaan sepenuhnya.

## **3.0 Daya Tahan (Resilience) Keluarga Pesakit Kecederaan Otak Traumatik (KOT)**

Di Malaysia, urusan penjagaan (pesakit dalam keluarga) adalah lebih dilihat sebagai urusan peribadi dan dikaitkan dengan fungsi tradisi keluarga. Keluarga merupakan unit asas yang paling penting dan dekat dengan pesakit bagi seseorang individu. Malah, terdapat individu yang akan melaksanakan peranan sebagai penjaga sepanjang hayatnya. Hal ini bergantung kepada tahap pemulihan dan kefungsi pesakit yang dijaga dengan masalah yang kesihatan yang dialami.

Daya tahan adalah merujuk kepada proses yang digunakan oleh sesebuah keluarga apabila mereka berhadapan dengan situasi trauma yang merumitkan kehidupan (Losoi, 2015). Keluarga akan melakukan proses transformasi secara beransur-ansur seiring dengan situasi yang sedang berlaku. Dalam usaha keluarga untuk membangunkan semula kehidupan secara positif, elemen-elemen yang ada dalam persekitaran mempunyai hubung kait dan mempengaruhi proses ini sama ada akan membentuk hubungan positif atau negatif (Gauvin-Lepage, 2014). Walaupun pada awalnya keluarga sukar untuk menerima perubahan-perubahan yang baru namun sesetengah keluarga akan bangkit semula dan berfikir positif dengan menerapkan daya tahan dalam kehidupan mereka.

Menurut Mahlanza, Manderson dan Ponsford (2015) keluarga menunjukkan daya tahan dalam menghadapi masalah ini dengan belajar menerima keadaan yang berlaku kepada keluarga mereka. Walaupun keluarga berhadapan dengan pelbagai kesukaran apabila menjaga pesakit KOT namun penyediaan penjagaan kepada pesakit dilihat sebagai satu dasar tanggungjawab dalam budaya kekeluargaan. Tanggungjawab keluarga untuk menguruskan keperluan rawatan pesakit dan kerelaaan untuk menjaga pesakit KOT dapat mengembalikan kefungsi dalam sistem kekeluargaan (Arango-Lasprilla, Krch, Drew, Reyes, & Steven, 2012; Coy et al., 2013). Kekuatan dalam sistem sokongan keluarga adalah penting terhadap pemulihan pesakit KOT. Penerimaan keluarga terhadap masalah kesihatan ini merupakan kesan yang positif kepada kualiti kehidupan keluarga selaku penjaga malah pesakit KOT juga menunjukkan perubahan yang positif.

### **3.1 Sokongan Sosial Keluarga**

Keluarga yang mempunyai daya tahan merupakan keluarga yang mempunyai keupayaan untuk meneruskan kehidupan, mengadaptasi, menyesuaikan diri kesan daripada masalah yang berlaku (Losoi, 2015). Keluarga mampu menggunakan kekuatan dalaman yang ada dalam diri mereka di samping dapat memanfaatkan sumber luar yang sedia ada bagi mengurangkan ketegangan yang dihadapi. Keluarga yang memiliki daya tahan yang tinggi dapat

menyesuaikan diri secara positif dengan cabaran dan kesukaran yang dihadapi selama menjaga pesakit KOT. Karakteristik keluarga mempengaruhi daya tahan keluarga di mana dalam kajian yang dijalankan oleh Ryan (2014) mendapati bahawa sokongan sosial daripada keluarga terdekat dapat memberikan kekuatan kepada keluarga yang menjaga pesakit KOT. Hasil dalam kajian tersebut melaporkan sebanyak 78% ahli keluarga dapat membina kekuatan dan mengurangkan tekanan serta bebanan yang dihadapi. Antara kekuatan yang diperlukan oleh keluarga yang menjaga pesakit daripada ahli keluarga yang terdekat adalah sokongan sosial yang berbentuk emosi seperti kesabaran, empati, kesetiaan, kasih sayang dan sokongan yang tidak berbelah bahagi.

Ini kerana pendekatan penerapan daya tahan dalam kalangan ahli keluarga terdekat diyakini dapat memenuhi dan menyelesaikan masalah keperluan biopsikososial dengan saling membantu dan menyokong antara mereka untuk bangkit daripada situasi krisis dan kembali berfungsi semula dalam masyarakat dengan menggunakan sumber sedia ada. Peranan-peranan yang digalas oleh keluarga saling melengkapi dan berharmoni antara satu sama lain.

### ***3.2 Sumbangan daripada Komuniti dan Perkhidmatan Profesional***

Apabila aspek biopsikososial keluarga dapat diurus dengan baik, proses penjagaan kepada pesakit KOT akan berjalan dengan baik. Oleh itu, keluarga memerlukan sokongan sosial daripada komuniti (Keenan & Joseph, 2010). Dalam konteks ini, penyatuan komuniti dengan memperkasa hubungan dan jaringan komuniti dapat membantu memberikan kekuatan dan membangunkan perkembangan potensi diri keluarga yang berperanan sebagai penjaga utama kepada pesakit KOT.

Menurut Keenan dan Joseph (2010) sumbangan sokongan daripada perkhidmatan profesional dapat membentuk kepercayaan yang tinggi kepada keluarga untuk meneruskan proses rawatan dan pemulihan sepanjang menjaga pesakit KOT. Keluarga pesakit KOT memerlukan sokongan sosial daripada golongan profesional (Syed Hassan, Khaw, Abdul Rahman, & Jamaluddin, 2011) bagi mengurangkan rasa tertekan di samping mampu mencipta persekitaran yang baik dan positif memandangkan tempoh penjagaan memakan masa yang lama. Peranan dan sokongan daripada pekerja sosial dengan menerapkan daya tahan membolehkan keluarga bangkit semula daripada kesan krisis yang dialami. Seterusnya dapat meningkatkan kesejahteraan kehidupan penjaga (yang terdiri daripada ahli keluarga) dan orang yang dijaga.

Lazimnya, dalam konteks kerja sosial, peranan pekerja sosial adalah menyediakan intervensi yang berbentuk sokongan pemulihan, membangun semula dan membantu ketidakmampuan atau ketidakupayaan yang berlaku dalam sebuah keluarga yang menggalas tanggungjawab sebagai penjaga utama kepada pesakit KOT. Menurut Morales dan Sheafor (2004) menyatakan bahawa terdapat beberapa peranan yang boleh dimainkan oleh seorang pekerja sosial dalam membantu klien pada peringkat mikro, mezzo dan makro. Hal ini disebabkan oleh, fungsi kerja sosial adalah untuk mengembalikan kefungsi kepada individu, keluarga dan komuniti melalui penyediaan perkhidmatan sosial bagi menyelesaikan masalah dan ketidakupayaan atau ketidakfungsi yang berlaku.

## **4.0 Kesimpulan**

Kebiasaannya budaya masyarakat Malaysia seringkali melihat bahawa peranan penjagaan untuk ahli keluarga yang mengalami masalah kesihatan merupakan tanggungjawab mutlak keluarga. Justeru itu, semuanya bergantung kepada keluarga untuk mengurus, mengatur dan menyediakan penjagaan terhadap ahli-ahlinya. Isu penjagaan oleh keluarga ini penting untuk diberi perhatian yang serius bukan sahaja pada masa ini tetapi masa akan datang memandangkan jalinan hubungan sosial antara keluarga dan komuniti semakin pupus. Oleh itu, penerapan daya tahan dalam kalangan keluarga dapat membantu mereka untuk menyesuaikan



diri secara positif terhadap kesukaran dan cabaran yang dihadapi sepanjang tempoh menjaga pesakit KOT.

Pada masa yang sama, fungsi kerja sosial itu sendiri adalah mengembalikan fungsi sosial kepada keluarga melalui penyediaan perkhidmatan sosial dan tindakan pencegahan bagi menyelesaikan masalah yang berlaku dalam kalangan keluarga yang menjalankan peranan sebagai penjaga utama kepada pesakit KOT dan persekitaran sosialnya seterusnya meningkatkan kesejahteraan kehidupan mereka secara holistik. Kefahaman dan penelitian berkenaan aspek biopsikososial dalam proses intervensi kerja sosial adalah amat penting. Strateginya adalah dengan memastikan sokongan sosial dan emosi diberikan, merancang pembangunan keupayaan keluarga dan memberikan bantuan advokasi.

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## Penjagaan Jangka Panjang Warga Tua: Sukarela Atau Terpaksa

Suridah Binti Ali, Rahimah Abdul Aziz & Mimi Hanida Abdul Mutalib<sup>a</sup>

Universiti Kebangsaan Malaysia, Malaysia

Email of corresponding auhtor: suridah22@gmail.com

### Abstrak

Malaysia dijangka menjadi negara tua menjelang tahun 2035 kerana jumlah warga tua dijangka meningkat. Namun begitu, sebahagian daripada warga tua terutamanya yang sakit dan uzur memerlukan penjagaan daripada orang lain. Penjagaan warga tua ini biasanya dilakukan secara formal atau tidak formal. Bagi yang tidak berkemampuan mereka memilih untuk menjaga warga tua secara tidak formal. Penjagaan warga tua menuntut banyak masa dan ada perlu dilakukan secara jangka panjang. Menjaga warga tua yang sakit dan uzur bukan sesuatu perkara yang mudah kerana ia menuntut kesabaran dan komitmen yang tinggi daripada penjaga. Hal ini kerana sifat semulajadi warga tua yang lemah, uzur dan sakit itu menyebabkan mereka perlu bergantung kepada orang lain. Dalam hal ini timbul soalan adakah penjaga tidak formal menjaga warga tua yang sakit dan uzur itu secara sukarela atau terpaksa. Kertas kerja ini akan membincangkan sebab-sebab yang mendorong penjaga tidak formal menjaga warga tua yang sakit dan uzur sama ada secara sukarela atau terpaksa. Kajian ini telah dijalankan di daerah Besut, Terengganu dalam kalangan 12 orang informan yang dipilih melalui pensampelan *snowball*. Secara umumnya, kajian mendapati kebanyakan penjaga tidak formal menjaga warga tua atas pelbagai sebab. Antaranya ialah ingin membalas jasa, rasa tanggungjawab, tiada pilihan dan pilihan warga tua. Oleh yang demikian, atas sebab-sebab tersebut yang menentukan mereka melaksanakan tugas penjagaan itu secara sukarela atau terpaksa. Secara kesimpulannya, menjaga warga tua yang sakit dan uzur merupakan satu tanggungjawab yang mesti dilaksanakan oleh penjaga tidak formal sama ada ianya dilakukan secara sukarela atau terpaksa. Walaupun penjaga berdepan dengan pelbagai masalah dan cabaran semasa tempoh penjagaan jangka panjang, mereka tetap perlu menjaga warga tua secara sukarela atau terpaksa.

**Kata kunci:** Penjaga Tidak Formal; Warga Tua; Penjagaan Jangka Panjang; Penjagaan Tidak Formal.

### 1. Pengenalan

Proses perindustrian dan pembangunan menyebabkan berlaku perubahan dalam demografi masyarakat (Rowles & Teaster, 2016). Perubahan yang berlaku telah meningkatkan jumlah populasi warga tua kerana jangka hayat penduduk dunia semakin meningkat dan kadar kematian menurun. Mengikut Pertubuhan Bangsa-bangsa Bersatu (PBB) Malaysia dijangka menjadi negara tua menjelang tahun 2035 dengan jumlah penduduk berumur 60 tahun dan ke atas dijangka mencecah 15.0 peratus (Selvaratnam, et al., 2010). Proses peningkatan jangka hayat warga tua di negara Malaysia disebabkan perubahan positif yang berlaku pada masyarakat kini seperti kemajuan sains dan teknologi perubatan, peningkatan taraf hidup, penurunan kadar mortaliti, kemerosotan fertiliti, peningkatan tahap pendidikan dan peningkatan kesedaran terhadap kepentingan kesihatan (Osman Ali, 1999). Peningkatan jumlah warga tua ini memberi cabaran baru kepada kebanyakan negara di dunia pada hari ini. Kalache (2005) menyatakan peningkatan jangka hayat warga tua dilihat sebagai satu *silent revolution* yang boleh memberi kesan kepada seluruh aspek kemasyarakatan. Hal ini kerana warga tua menghidap pelbagai penyakit kronik yang menyebabkan mereka perlu bergantung pada orang lain untuk tempoh

masa yang lama. Penyakit-penyakit kronik yang biasa dihidapi oleh warga tua adalah arthritis, darah tinggi, masalah pendengaran, sakit jantung, katarak, masalah pendengaran dan diabetes. Selain daripada itu, warga tua juga menghidap penyakit-penyakit kronik seperti sclerosis, Alzheimer's, strok dan Parkinson dihidapi dalam tempoh masa yang panjang dan memerlukan kos perubatan yang tinggi (Sullivan & Miller, 2015). Peningkatan jumlah warga tua yang uzur dan sakit juga menyebabkan keperluan terhadap aspek penjagaan turut meningkat. Namun demikian, penjagaan warga tua pada masa sekarang lebih mencabar berbanding pada masa lepas dan dijangka lebih mencabar pada masa akan datang. Hal ini kerana seorang warga tua menghidap pelbagai penyakit kronik yang memerlukan cara penjagaan yang berbeza dan dilakukan secara jangka panjang (Bruhn & Rebach, 2014). Oleh itu, makalah ini cuba merungkai apakah sebab-sebab yang mendorong ahli keluarga menjadi penjaga sama ada secara sukarela atau terpaksa.

## **2. Penyataan Masalah**

Penjagaan warga tua yang sakit dan uzur perlu dilakukan secara jangka panjang sama ada dilakukan sama ada secara formal atau tidak formal. Penjagaan secara formal biasanya dilakukan di rumah-rumah penjagaan, pusat jagaan harian dan dijaga oleh penjaga profesional dan terlatih. Akan tetapi, kemudahan yang disediakan di rumah-rumah warga tua ini tidak mencukupi untuk menampung jumlah penghuni yang semakin meningkat (Seow & Sanmargaraja, 2014). Bagi penjagaan tidak formal, penjaga memilih untuk menjaga ahli keluarga mereka yang sakit dan uzur di rumah. Namun begitu, menurut Fatimah Abdullah (2009), penjagaan tidak formal di Malaysia berhadapan dengan cabaran kerana terdapat dua faktor utama yang mempengaruhi peranan penjagaan. Antaranya ialah kedudukan sosio ekonomi sesebuah keluarga dalam struktur sosial dan penjaga berhadapan dengan tekanan untuk menyediakan penjagaan yang mencukupi untuk ahli keluarga. Penjaga juga berhadapan dengan masalah kewangan, kurangnya sokongan sosial daripada orang lain terutamanya ahli keluarga. Malah penjaga yang bekerja pula, berhadapan dengan masalah mengimbangi peranan dalam pekerjaan dan peranan sebagai penjaga.

## **3. Kaedah Kajian**

Kajian melibatkan 12 orang penjaga tidak formal sebagai sampel kajian di daerah Besut, Terengganu. Penjaga tidak formal ini terdiri daripada ahli keluarga warga tua itu sendiri iaitu, pasangan, anak dan menantu perempuan. Pemilihan saiz sampel yang kecil ini bersesuaian dengan kajian kes yang mendalam (Sidek, 2002). Kaedah pensampelan *snowball* digunakan dalam pemilihan informan kajian. Pemilihan informan kajian berdasarkan tiga kriteria utama iaitu, informan mestilah seorang penjaga yang tidak formal kepada warga tua yang sakit dan uzur, kedua, informan mestilah telah menjaga bagi tempoh yang lama dan mestilah tinggal bersama dengan penerima jagaan. Penyelidik telah menggunakan kaedah temu bual mendalam dan pemerhatian tidak ikut serta bagi mendapatkan data kajian. Sesi temu bual ini dilakukan di rumah informan tanpa dipengaruhi individu lain. Tambahan pula, pada masa yang sama informan perlu menjaga dan memantau warga tua yang sakit dan uzur di rumah. Hal ini kerana penyelidik perlu juga mendapatkan data daripada pemerhatian tidak ikut serta. Setiap data yang diperolehi daripada kaedah temu bual digabungkan dan ditranskripkan untuk mendapat dapatan yang lebih mendalam dan mempunyai kesahan. Selepas proses transkrip, data-data tersebut disusun atur ke dalam bahagian dan dikodkan. Setiap data yang telah diperolehi diinterpretasikan mengikut tema-tema yang berkaitan dengan tajuk kajian. Data-data tersebut dipersembahkan secara deskriptif.

### 3.1 Sosio Demografi Informan

Kajian ini telah melibatkan sebelas (11) orang informan perempuan dan seorang informan lelaki yang menjaga warga tua yang sakit, uzur dan tidak upaya secara tidak formal dan sepenuh masa. Kesemua informan yang telah ditemu bual berumur sekitar 21 tahun hingga 70 tahun, beragama Islam dan dari kalangan kaum Melayu. Bagi status perkahwinan pula seramai lapan orang informan telah berkahwin, dua orang informan masih bujang, seorang balu (kematian suami) dan seorang telah bercerai dengan suaminya. Taraf pendidikan informan yang tertinggi adalah di peringkat Diploma, manakala yang paling rendah adalah tamat darjah 6. Dari segi pendapatan pula, ada dalam kalangan informan tidak mempunyai pendapatan kerana tidak bekerja, ada yang mendapat bantuan kewangan daripada pihak Jabatan Kebajikan Masyarakat Malaysia (JKM), ada yang bekerja sendiri, menerima bantuan kewangan daripada anak-anak dan pencen sebagaimana yang ditunjukkan Jadual 1.

Jadual 1: Sosio demografi penjaga (Informan)

Nama Informan (samara n)	Umur (tahun)	Jantina	Status Perkahwinan	Bil. Anak (orang)	Taraf Pendidikan	Pekerjaan	Pendapatan (RM)	Bil. Adik-beradik (orang)
Mok Su	70	P	Berkahwin	2 (1L/1P)	Darjah 6	-	-	6
Kak Nah	59	P	Berkahwin	12(5L/7P)	Darjah 6	-	-	8
Cik Der	58	P	Berkahwin	6(3L/3P)	Darjah 6	-	-	7
Ramlah	61	P	Berkahwin	8(6L/2P)	Darjah 6	-	-	4
Azi	21	P	Bujang	-	STPM	-	-	11(6L,5P)
Azmi	24	L	Bujang	-	Ting.2	-	RM200.00 (bantuan JKM)	2L
Mok Cik Sah	59	P	Berkahwin	9(8L,1P)	Ting.3	-	-	7(2L,5P)
Hani	31	P	Berkahwin	1L(anak Istimewa)	STPM	-	*RM1200.00	6(4L,2P)
Mok Teh	57	P	Balu	12 (6L/6P)	Ting. 3	Peniaga Kedai Makan	RM400.00	10(8L,2P)
Cikgu	62	P	Berkahwin	7(3L,4P)	Diploma	Pesara Guru	RM3000.00 (pencen)	7
Cik Mah	46	P	Janda	-	Ting 3	Pengasuh	RM350.00	11(7L/4P)
Kak Yah	58	P	Berkahwin	5(1L/4P)	Darjah 6	-	-	5

Sumber: Kaji Lapangan 2016

Jadual 2 menunjukkan profil sosio demografi warga tua atau penerima jagaan. Seramai 12 orang warga tua sebagai penerima jagaan iaitu, terdiri daripada sepuluh orang lelaki dan dua wanita.

Kesemua warga tua yang terlibat dalam kajian ini berumur di antara 64 tahun hingga 96 tahun. Seramai sebelas orang warga tua telah berkahwin dan seorang duda. Pendapatan yang diperolehi dalam sebulan sekitar RM200.00 hingga RM500.00. Sumber pendapatan tersebut terdiri daripada pemberian daripada anak-anak, simpanan peribadi, bantuan JKM dan pencen. Berkaitan tahap kesihatan pula, seramai enam orang daripada warga tua ini didapati menghidap penyakit strok. Penyakit-penyakit yang dihidapi ialah sakit buah pinggang, gout, paru-paru, kencing manis, penyakit saraf, sakit jantung dan masalah prostat. Malah, kajian turut mendapati seramai 8 orang menghidap lebih daripada satu jenis penyakit.

Jadual 2: Sosio demografi warga tua (penerima jagaan)

<b>Nama Penerima Jagaan (samara n)</b>	<b>Jantina</b>	<b>Umur (tahun )</b>	<b>Status Perkahwi nan</b>	<b>Bil. Anak (orang)</b>	<b>Pendapata n</b>	<b>Jenis Penyakit</b>
Pak Hasan	Lelaki	67	Berkahwi n	2 (1L/1P)	RM450.00 (pencen)	<ul style="list-style-type: none"> <li>• Sakit buah pinggang</li> <li>• Gout</li> <li>• Paru-paru</li> </ul>
Pak Su	Lelaki	66	Berkahwi n	12 (5L/7P)	RM800.00 (pencen)	<ul style="list-style-type: none"> <li>• Strok</li> <li>• Kencing Manis</li> <li>• Darah tinggi</li> </ul>
Pak Lah	Lelaki	66	Berkahwi n	6 (3L/3P)	RM200.00 (Bantuan JKM)	<ul style="list-style-type: none"> <li>• Strok</li> <li>• Darah Tinggi</li> </ul>
Pak Mat	Lelaki	67	Berkahwi n	8 (6L/2P)	RM500.00 (Pencen)	<ul style="list-style-type: none"> <li>• Sakit Buah Pinggang</li> </ul>
Ismail	Lelaki	74	Berkahwi n	11 (6L/5P)	Anak	<ul style="list-style-type: none"> <li>• Strok</li> </ul>
Zainab	Peremp uan	66	Berkahwi n	2L	RM300.00 (Bantuan JKM)	<ul style="list-style-type: none"> <li>• Strok</li> </ul>
Ayah Ziz	Lelaki	64	Berkahwi n	9 (8L/1P)	Anak	<ul style="list-style-type: none"> <li>• Strok</li> </ul>
Mak Leha	Peremp uan	60	Berkahwi n	6L	RM200.00 (Bantuan JKM)	<ul style="list-style-type: none"> <li>• Sakit buah pinggang</li> <li>• Kencing Manis (Kaki Kiri dipotong)</li> </ul>
Pak Harun	Lelaki	96	Berkahwi n	10(8L/2 P)	RM200.00 (Bantuan JKM)	<ul style="list-style-type: none"> <li>• Sakit tua</li> <li>• Penglihatan kabur</li> </ul>
Pak Rashid	Lelaki	66	Berkahwi n	7 (3L/4P)	- *duit simpan	<ul style="list-style-type: none"> <li>• Kencing Manis</li> <li>• Jantung</li> </ul>
Pak Ahmad	Lelaki	78	Duda	11(7L/4 P)	RM400.00 (pencen)	<ul style="list-style-type: none"> <li>• Strok (belah kiri)</li> <li>• Saraf</li> </ul>
Pak Man	Lelaki	71	Berkahwi n	5(1L/4P)	RM500.00 (pencen)	<ul style="list-style-type: none"> <li>• Sakit Jantung</li> <li>• Prostat</li> </ul>

Sumber: Kajian Lapangan 2016

Selain daripada itu, Jadual 3 menunjukkan jenis hubungan antara penjaga dan warga tua sebagai penerima jagaan, tempoh masa jagaan dan status kesihatan warga tua. Berkaitan jenis hubungan antara penjaga dengan penerima jagaan adalah terdiri daripada ahli keluarga yang rapat dengan penerima jagaan. Penjaga terdiri daripada pasangan hidup iaitu, isteri dan anak-anak. Hal ini jelas membuktikan bahawa beberapa dapatan daripada kajian lepas menyatakan warga tua yang sakit dan uzur akan bergantung kepada ahli keluarga terdekat untuk menjaga mereka ketika sakit. Berdasarkan jadual ini juga menunjukkan bahawa penjaga telah menjaga warga tua yang sakit dan uzur ini untuk tempoh masa yang lama iaitu sekitar setahun lebih hingga 15 tahun. Selain daripada itu, status kesihatan warga tua yang dijaga turut ditunjukkan dalam jadual. Kebanyakan daripada warga tua yang sakit mempunyai masalah pergerakan, sakit terlanter dan masalah penglihatan. Malah ada dalam kalangan informan yang menghidap sakit buah pinggang yang kronik terpaksa ditebuk di bahagian perut untuk tujuan hemodialisis.

Jadual 4: Jenis hubungan, tempoh jagaan dan status kesihatan penerima jagaan

<b>Nama Penerima Jagaan (samaran)</b>	<b>Penjaga</b>	<b>Hubungan</b>	<b>Tempoh Jagaan (tahun)</b>	<b>Status Kesihatan Penerima Jagaan</b>
Pak Hasan	Mok Su	Isteri	1 >	Kurang upaya, perut ditebuk
Pak Su	Kak Nah	Isteri	1 >	Terlanter
Pak Lah	Cik Der	Isteri	15	Masalah pergerakan, masalah pertuturan
Pak Mat	Ramlah	Isteri	1	Kurang upaya, perut ditebuk
Ismail	Azi	Anak	10	Terlanter, masalah pertuturan
Zainab	Azmi	Anak	15	Masalah pergerakan, sebelah kiri badan lumpuh
Ayah Ziz	Mak Cik Sah	Isteri	1>	Kurang upaya, Masalah pergerakan
Mak Leha	Hani	Menantu	4	Tidak boleh bergerak, kaki kiri dipotong, perut ditebuk
Pak Harun	Mok Teh	Anak	1	Kurang upaya, masalah penglihatan
Pak Rashid	Cikgu	Isteri	2	Kurang upaya, masalah penglihatan
Pak Ahmad	Cik Mah	Anak	2	Masalah pergerakan
Pak Man	Kak Yah	Isteri	1	Masalah pergerakan

Sumber: Kaji Lapangan 2016

#### 4. Dapatan Kajian

Berikut ialah dapatan kajian berkenaan sebab-sebab penjaga menjaga warga tua yang sakit dan uzur yang menentukan mereka menjaga warga tua sama ada secara sukarela atau terpaksa.

##### 4.1 Membalas jasa

Kajian ini mendapati ada dalam kalangan penjaga menjaga warga tua adalah untuk membalas jasa. Kajian Khadijah Alavi et al (2010) mendapati kebanyakan informan menyatakan

tanggungjawab penjagaan yang dilaksanakan adalah untuk membalas budi ibu bapa dan merupakan tuntutan agama. Tuntutan agama Islam ini merupakan salah satu strategi dan sumber daya tindak yang dilalui oleh informan. Tanggungjawab penjagaan ini bermula dengan bertawakkal dan berakhir dengan tabah hati, sabar dan redha mengharungi cabaran dalam menjaga ibu bapa mereka. Sebagaimana yang dikongsi oleh informan Azmi (bukan nama sebenar). Beliau tidak pernah menyesal mengambil tanggungjawab menjaga ibu yang menghidap penyakit strok. Walaupun beliau seorang Orang Kelainan Upaya, beliau dengan rela hati menjaga ibu beliau yang sedang sakit. Beliau memberitahu, "...nyesal..tak penoh kak..mok kita...nok tok sey pun kena jaga jugok...balas jasa mok...masa kecik mulo mok jaga kita...".

Tuntutan untuk menjaga ibu bapa apabila tua dan uzur memberi kepuasan kepada anak-anak. Hal ini kerana anak-anak berjaya membalas jasa ibu bapa yang telah menjaga mereka sejak dari kecil. Walaupun kerajaan telah menyediakan institusi penjagaan formal bagi warga tua yang sakit dan uzur dengan pelbagai kemudahan, akan tetapi nilai masyarakat Malaysia masih melihat tugas menjaga ibu bapa yang sakit dan uzur adalah tanggungjawab yang mesti dipikul oleh anak-anak.

#### 4.2 Tanggungjawab

Dapatan awal mendapati penjaga menyatakan tanggungjawab menjaga warga tua yang sakit dan uzur bagi tempoh masa yang lama adalah sebagai salah satu tanda kepatuhan sebagai isteri atau anak kepada warga tua. Sebagaimana yang diceritakan oleh Mak Cik Sah (bukan nama sebenar) yang menjaga suami beliau yang menghidap strok. Beliau menceritakan suami beliau cepat marah selepas menghidap penyakit strok sehingga ingin memukul beliau. Akibat takut akan tindakan suami beliau, beliau terpaksa melarikan diri ke tempat lain seperti rumah anak atau jiran-jiran untuk menyelamatkan diri beliau. Sebagaimana diceritakan oleh beliau kepada penyelidik,

"....ishh...kalu angin dia tak kena dia nok katok (pukul) sokmo mok cik..bekeng...kalu mok cik jawab mulut dia gak, marah slalu...baru ni dia marah ko mok cik, dia tidur, smaye lewat lah...smaye caro dio lah..pas tu dia kata mok cik nganjing ko dia..gungg tohok barang...bekeng ore strok ni..skala gak kalu nok marah ko mok cik dia nok tang (pukul) mok cik..mok cik lari la...takut mok cik..pah tu lama mok cik lari gi lain, dia ilang lah...tak marah doh..kita kena ngaloh dengan dia, tak leh nak melawan dia..kalu kita sekat angin dia gak sudoh la..mok cik biar je dia...kau mok cik tak sey jawab gak, mok cik senyap....".

Berdasarkan pengalaman yang dikongsi oleh Mak Cik Sah menunjukkan beliau adalah seorang isteri yang patuh kepada suami. Tanggungjawab menjaga suami yang sedang sakit dilaksanakan dengan hati yang terbuka walaupun ada ketikanya emosi suami beliau tidak stabil. Bagi informan yang menjaga ibu bapa yang sakit pula, menyifatkan sebagai anak beliau perlu patuh dan berbakti kepada orang tua. Informan Azi menceritakan beliau terpaksa melupakan hasrat untuk bekerja atau menyambung pelajaran disebabkan perlu menjaga kedua orang tuanya yang sedang sakit. Beliau berkata "...ada rasa..tapi payoh lah...abah ngan ma tak leh tinggal..masa sekolah mulo kakok jaga..pahtu dia nikoh..ikut tok laki dia...pahtu kakak sore lagi plak jaga..ni dia kijo pulok..kebetulan kita pun abis sekolah..kita pulok jaga...". Berdasarkan pengalaman yang dikongsi oleh Azi menunjukkan beliau patuh kepada arahan atau saranan daripada kakak atau abang yang telah berumah tangga untuk menjaga ibu bapa yang sedang sakit memandangkan beliau masih bujang. Kesanggupan beliau untuk melupakan keinginan sendiri adalah untuk berbakti kepada ibu bapa. Berdasarkan kes kedua-dua informan ini, mereka melaksanakan tanggungjawab penjagaan secara sukarela walaupun terpaksa berdepan dengan pelbagai masalah dan cabaran.

#### 4.3 Tiada Pilihan



Ada juga dalam kalangan informan yang terpaksa memikul tanggungjawab menjaga kerana tiada orang lain yang sanggup menjaga dan ada juga yang menjaga kerana faktor belas ehsan. Migrasi ke bandar turut menyebabkan peranan penjagaan terbeban ke atas bahu seorang atau beberapa orang ahli keluarga sahaja. Kajian oleh Fatimah Abdullah (2009) mendapati anak-anak yang menetap di kampung sama ada tinggal bersama, berdekatan atau agak jauh dari rumah ibu bapa kerap kali memikul peranan sebagai penjaga. Penjaga kebanyakannya adalah wanita iaitu isteri, ibu, anak perempuan atau saudara mara perempuan yang lain. Malah terdapat seorang menantu sanggup menjaga ibu mertua yang sedang sakit. Informan Hani, selain menjaga ibu mertua yang sakit, beliau juga mempunyai seorang anak istimewa yang berusia tiga tahun. Beliau memberitahu,

“...saya menantu..duduk tiga beranak ni je...suami saya kerja kat Kuala Lipis..balik jarang-jarang...dia kerja bawak lori buah. Anok-anok hok lain tak dok sini...hok ada pun sore je..hok bongso duduk Sarawak..balik juga..masa cuti..hok duduk sini tu, dia dah ada rumah sendiri..tapi kalau mok nok gi spital gak dia la mari atar mari ambik..saya pun kira macam duk nupang sini..saya tak dok rumah sendiri...mok sakit...jadi jaga lah...sian ko mok..sebab dia tak leh jalan..ngesot je...lagipun saya ni mok ayoh doh tak dok, jadi boleh la jago..”

Walaupun kebanyakan penjaga mempunyai masalah sendiri seperti kes Hani yang mempunyai seorang anak kecil kurang upaya, tetapi dalam masa yang sama beliau terpaksa menjaga ibu mertua yang sedang sakit dan uzur. Walaupun menjaga warga tua secara terpaksa dan berhadapan kesukaran, beliau tetap menyediakan penjagaan mengikut kemampuan beliau sendiri. Dalam hal ini sokongan daripada ahli keluarga yang lain amat penting supaya penjaga tidak merasa terbeban dan menderita.

#### **4.4 Pilihan Warga Tua**

Kajian ini juga mendapati sebab penjaga menjaga warga tua adalah kerana pilihan warga tua itu sendiri untuk dijaga oleh mereka. Warga tua yang sakit dan uzur biasanya lebih memilih untuk dijaga oleh anak perempuan berbanding anak lelaki. Menurut Fatimah Abdullah (2009), anak lelaki sepatutnya bertanggungjawab menjaga ibu bapa mereka yang telah tua tetapi penjagaan fizikal selalunya menjadi tugas anak perempuan. Peranan anak perempuan yang lebih utama itu mungkin mempunyai kaitan dengan anggapan umum bahawa menantu perempuan tidak dapat memberikan jagaan sebagaimana yang dilakukan oleh anak perempuan sendiri. Ada juga anak lelaki enggan untuk menjaga ibu bapa yang sakit dan uzur kerana takut membebankan isterinya. Sebagaimana diceritakan oleh informan Mok Teh,

“...Mok Teh ni ada 9 beradik semua nya...dua je puan..adik hok puan duduk Jerreh nung.. ayah Mok Teh ni tak berapa suka duduk ngan hok laki..kalu gi pun semetar jah...pahtu duk sibuk nok balik sini..hor la..natu kan..lagu mana sangat caro nya..ayoh Mok Teh paka duk sini je lah...gi rumah adik hok kata tadi duk Jerreh tu pun tak lama mana nya..paling lama sminggu...pah tu gelisoh nok kelik sini...Mok Teh tak de masalah kalu dia nak duduk sini...tapi gak duk ulang kelik gitu lah kalu hari Mok Teh nego gak....tak nego kan, mugo kita ada anak sekolah lagi..nok gi mana-mana pun dia tak berapa nok buwi...gi beli barang kedai gak kelik slalu...tok dang nok gi kelih kok lain...”

Apabila situasi ini berlaku, anak perempuan tiada pilhan lain terpaksa menjaga ibu bapa yang sakit dan uzur. Walaupun tidak dapat menyediakan kemudahan penjagaan yang baik, mereka tetap mengambil tanggungjawab menjaga ibu bapa yang sakit dan uzur tersebut. Namun demikian, ada juga dalam kalangan anak perempuan yang enggan menjaga ibu bapa kerana tidak mendapat persetujuan daripada pasangan mereka.

## 5. Perbincangan

Tugas menjaga warga tua yang sakit dan uzur adalah sangat sukar dan bukan sesuatu perkara yang mudah kerana ia menuntut kesabaran dan komitmen yang tinggi daripada penjaga. Hal ini kerana sifat semulajadi warga tua yang lemah, uzur dan tidak berupaya itu menyebabkan mereka perlu bergantung kepada orang lain. Bagi yang menjaga atas sebab untuk membalas jasa dan tanggungjawab, situasi ini lebih menonjolkan mereka melakukan tugas penjagaan secara sukarela. Mereka dengan rela hati menjaga warga tua yang sakit dan uzur walaupun berhadapan dengan pelbagai masalah dan cabaran. Berbeza pula bagi penjaga yang tiada pilihan dan menjadi pilihan warga tua itu sendiri untuk dijaga oleh mereka. Dalam situasi ini, mereka sebenarnya terpaksa menjaga warga tua yang sakit dan uzur tersebut. Walaupun terpaksa, mereka tetap perlu melakukan tugas penjagaan tersebut dan perlu berhadapan dengan emosi warga tua yang tidak stabil seperti mudah marah, sensitif dan mudah merajuk. Apabila situasi ini berlaku kadangkala menyebabkan hubungan penjaga dan warga tua terjejas.

## 6. Kesimpulan

Walaupun penjaga melakukan tugas penjagaan sama ada secara sukarela atau terpaksa, penjaga juga perlu dijaga supaya kesejahteraan hidup mereka tidak terjejas. Hal ini kerana penjaga tetap perlu menjaga warga tua yang sakit dan uzur sama ada secara sukarela atau terpaksa tanpa bayaran atau ganjaran kewangan. Malah kehidupan mereka turut terganggu dengan tugas penjagaan ini. Justeru itu, golongan penjaga ini perlu mendapat sokongan sosial daripada pelbagai pihak khususnya kaum keluarga untuk mengelakkan mereka berasa terbeban dengan tugas penjagaan tersebut. Walaupun penjagaan jangka panjang warga tua yang sakit dan uzur kurang mendapat perhatian umum dan dianggap sebagai urusan peribadi, isu penjagaan jangka panjang ini perlu diperhalusi dengan teliti sebagai persediaan menghadapi cabaran sebagai negara tua pada masa akan datang.

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# Cost-Effective Exercise Programs on Health-Status of Malaysian Diabetic Individuals - A Socio-Psychological Analysis

Faria S<sup>a,\*</sup>, Srilekha S<sup>b</sup>, Soumendra S<sup>b</sup>, Rosminah M<sup>a</sup>, Mohamed SI<sup>a</sup> & Izani WM<sup>c</sup>

<sup>a\*</sup> School of Health Science, Health Campus, Universiti Sains Malaysia, Malaysia

<sup>b</sup>Department of Sport Science, RKM Vivekananda University, Belur, Kolkata, India.

<sup>c</sup>School of Medical Science, Health Campus, Universiti Sains Malaysia, Malaysia

Email of corresponding author: farias282@gmail.com

## Abstract

Lifestyle-related diseases like Type 2 Diabetes Mellitus (T2DM) induces humongous amount of global health and economic burden. This study purports to compare the efficacy of aerobic and combined exercise intervention programs evident amongst T2DM individuals in Kelantan, Malaysia to assess the cost-effectiveness of those exercise interventions.

75 middle-aged T2DM individuals from middle-income population of Kelantan, Malaysia were recruited as participants, and hence they were assessed with HbA1c for evaluation of stability in regulation of blood-glucose level; EuroQol 5D-5L questionnaire for evaluation of perceived health-status; Brunel Mood States (BRUMS) for assessment of changes in mood states and Bender-Gestalt II (BG- II) for evaluation of cognitive competence. After the baseline assessment, they were randomly categorized into 3 groups – control group, and two experimental groups, such as - aerobic exercise training and combined introduction of aerobic and strength-training exercises. Protocol for the exercise interventions was scheduled as 20-50 minutes/day; 3-4 days/week; for 14 weeks. Thereafter to assess the effectiveness of the intervention programs, post-intervention analyses were carried out after 14 weeks. Finally, incremental cost effectiveness ratio (ICER) was calculated to determine the most cost - effective exercise program for the diabetic population.

Post-intervention analyses revealed significant improvement in the level of HbA1c; mobility and in overall perceived health status. Further to that, participants of the combined intervention Group had significant improvement in cognitive comprehension and working memory levels. Finally, cost effectiveness analysis showed that combined exercise program has been observed to be the most cost-effective program having the lowest ICER among aerobic and no exercise program in Malaysia.

**Keywords:** *Type 2 Diabetes Mellitus, Exercise regimes, EuroQol 5D-5L, Cognitive competence, Mood States, Cost Effectiveness Analysis*

## 1.Introduction

In last few decades, the world has seen radical changes in global lifestyles, owing to demographic transition, combined with urbanization and industrialization. Type 2 diabetes mellitus (T2DM) has emerged as major public health problem putting a humongous amount of health and economic burden on people worldwide. In 2013, there were 387 million people with diabetes, and this is projected to increase to 592 million by the end of 2035 (Aguiree et al., 2013). There were 3.3 million cases of diabetes in Malaysia and the prevalence in adults (20-79 years) was 16.6% in 2015 (Cho et al., 2015). Cost per person with diabetes in Malaysia was calculated to USD 565.8 in 2015 (Cho et al., 2015) which does put a lot of pressure on the economy of Malaysia.

Exercise along with diet and medication has been considered as one of the three keystones of

diabetes therapy (Boulé et al., 2001). Since decades, physical activity and exercises have been recommended by the American Diabetes Association (ADA) (Sigal et al., 2004) and American College of Sports Medicine (ACSM) for regulation of blood sugar level in the T2DM individuals (Albright et al., 2000). The low-cost, non-pharmacological nature of exercise further enhances its therapeutic appeal. Numerous studies have demonstrated the positive adaptations of aerobic exercise on glucose control (Vanninen et al., 1992; Walker et al., 1999) in people with T2DM. Various other recommendations from the ADA (Sigal et al., 2004) and the ACSM (Albright et al., 2000) emphasized upon combination of both resistance and aerobic exercise, for a complete rehabilitation program for T2DM individuals. However, the impacts of exercise intervention programs for T2DM individuals may differ based on the components and protocols used for the exercises on different population fragment (Sigal et al., 2007).

Recent enhancement in awareness to maintain cost of healthy living within budgets, has created the perfect climate in the health care sector, for Cost-effectiveness analysis (CEA). CEA is a method for evaluating the costs of health-intervention resources and health outcomes (Husereau et al., 2013). Several researches were previously conducted to evaluate and assess different aspects of T2DM mainly based on biological indices specifically for developed regions of the world. It is imperative to assess the perceived health status of this disease by the diabetic individuals as well because it implies enormous strains on the overall psyche of an individual. Having said that, there was no research done on the Malaysian population to assess and recommend alternatives to enhance the health status of middle aged T2DM population from self-perceived health status perspective and no CEA was also carried out to determine the cost effectiveness of intervention programs in Malaysia for T2DM individuals. Hence, the present study has been conducted to determine the cost-effective exercise programs and the effects of differential exercise interventions on the socio-psychological aspect of the middle-aged individuals (40-60 years) with T2DM in Kelantan, Malaysia.

## **2.Methodology**

### **2.1 Participants**

For this study, based on the standardised inclusion and exclusion criteria, 75 participants were invited from the Diabetic clinic (outpatient), Hospital Universiti Sains Malaysia (HUSM) and from the community centre of Gunong (Kawasan Rukun Tatangga, Gunong, Bachok, Kelantan). Ethical approval for this study was obtained from the Human Research Ethics Committee of Universiti Sains Malaysia (USM/JEPem/15060229).

After the baseline assessment, participants were randomly categorized (following concealed allocation) into three different groups, namely Group A: Control group (N = 25, received no intervention); Group B: Experimental Group I (N = 25, received aerobic exercise training i.e. walking) and Group C: Experimental Group II (N = 25, received combined exercise, i.e. aerobic exercise training and resistance/strengthening exercise training).

### **2.2Assessment Protocol**

Glycosylated haemoglobin was evaluated by analysis of HbA1c. EQ-5D-5L questionnaire created by the EuroQol (2005) group, was used to assess mobility, anxiety/depression, usual activities, self-care and pain/discomfort. Brunel Mood Scale (BRUMS) (Terry et al., 1999) was used to measure alterations in mood-states followed by physical activity (Lane and Terry, 2000; Terry et al., 1998 and 2003). Bender-Gestalt II test was employed for optimal diagnosis of the cognitive competence, pertaining to comprehension ability, working memory (Cipolotti and Warrington, 1995) of the T2DM participants (Stewart and Liolitsa, 1999; Ott et al., 1999).

### 2.3 Intervention Technique

In this research two different exercise interventions were introduced following standardised protocol. These two-exercise interventions were:

Aerobic Exercise Training (supervised walking followed by stretching exercises).

Combined Exercise Training (supervised walking and strengthening exercises were incorporated to target strength gain in the major muscle groups).

The intervention sessions were outlined based on the Joint Position Statement prepared by the ACSM and ADA (Colberg et al., 2010). Protocol for the exercise interventions was scheduled as 20-50 minutes/day; 3-4 days/ week for 14 weeks. All the intervention sessions were supervised by qualified exercise trainers, and to prevent methodological bias, the participants, researcher and the trainers for the study were blinded.

### 2.4 Data Analysis

In this study analyses of mean differences were carried out following Wilcoxon signed-rank test and Two-way repeated measures of ANOVA/ Mixed factorial ANOVA. The significance level for all the analysis was set at  $p < .05$ . The cost-effective analysis perspective adopted in this research was mainly the provider's perspective which referred to the direct costs of setting up and running a programme. All the costs were expressed in the Malaysian currency (Malaysian Ringgit – MYR). The unit of health was measured based on change in health status resulting from the differential exercise interventions by the direct elicitation method of Visual Analogue Scale (VAS) of EuroQol-5D-5L(EQ-5D-5L). Simple accounting of costs over a short period of time was considered, hence no consideration for asset depreciation was required. Besides, the health outcome (EQ-VAS) was taken from randomized controlled trial, so no synthesis of diverse epidemiologic and clinical studies required to be modelled.

## 3. Results

Statistical analyses were carried out based on findings from Wilcoxon Matched Pairs Signed Ranks Test (in case of analysis of EuroQoL-5D) and Two - way repeated measure of ANOVA. Participants from Kelantan, Malaysia basically represented the middle-income range with a mean monthly income of MYR 3407.81. Comparative efficacy of the intervention programs is detailed hereafter. Table 1 clarifies significant improvement in HbA1c values in both the aerobic and combined intervention groups, which was evident out of the differences observed between control and combined group ( $p = .000$ ) and between control and aerobic group ( $p = .000$ ).

Table 1: Pairwise Comparisons for HbA1c values across different groups based on phases

Phases	Groups	MD (95% CI)	p-value
Pre	Control - Aerobic	-.35 (-1.42,.72)	1.00
	Control - Combined	.02 (-1.05,1.08)	1.00
	Aerobic – Combined	.37 (-.70,1.43)	1.00
Post	Control - Aerobic	4.26 (3.26, 5.26)	.000**
	Control - Combined	4.86 (3.88,5.87)	.000**
	Aerobic – Combined	0.72 (-1.73, .29)	.258

\* $p < .05$ ; \*\* $p < .001$

The following table (Table 2) displays that after 14 weeks of aerobic exercise (supervised walking) intervention, significant improvement in state of mobility ( $p = .001$ ) and pain or discomfort ( $p = .011$ ) was observed. In case of the participants of the combined exercise (supervised walking combined with resistance exercises) group, post-intervention improvement in perceived sense of mobility ( $p = .001$ ) was evident.

Table 2: A comparison of pre-and post-exercise intervention effect on self-reported descriptions of health problems using five dimensional EuroQoL-5D health state scores GroupWise (Wilcoxon Matched Pairs Signed Ranks Test)

EQ-5D Individual Dimensions	Pre-Intervention	Post intervention	P value (Pre-Post)
	N	n	
<b>CONTROL GROUP</b>			
Mobility	25	24	.741
Self-care	25	24	.101
Pain/discomfort	25	24	1.00
Activity	25	24	.667
Anxiety/depression	25	24	.301
<b>AEROBIC EXERCISE GROUP</b>			
Mobility	25	22	.001**
Self-care	25	22	.100
Pain/discomfort	25	22	.011**
Activity	25	22	.292
Anxiety/depression	25	22	.101
<b>COMBINED EXERCISE GROUP</b>			
Mobility	25	24	.001**
Self-care	25	24	.100
Pain/discomfort	25	24	1.00
Activity	25	24	.661
Anxiety/depression	25	24	.567

\* $p < .05$ ; \*\* $p < .001$

Table 3: Pairwise Comparisons for EQ-VAS Score across different groups based on phases

Phases	Groups	MD (95% CI)	p-value
Pre	Control - Aerobic	9.00 (-1.88, 19.88)	.138
	Control - Combined	-3.25(-14.13, 7.63)	1.000
	Aerobic – Combined	-12.25(-23.13, -1.38)	.062
Post	Control - Aerobic	-1.70(-7.67, 4.27)	1.000
	Control - Combined	-10.00 (-15.97, -4.03)	.000**
	Aerobic – Combined	-8.30 (-14.27, -2.33)	.003**

\* $p < .05$ ; \*\* $p < .001$

Table 3 depicts significant improvement in the health status revealed through the outcomes of the EQ-VAS Score followed by the combined intervention, which was evident out of the differences observed between control and combined group ( $p = .000$ ) and between aerobic and combined group ( $p = .003$ ).

Table 4: Pairwise Comparisons for Comprehension score and Working Memory score across different groups based on phases

	Phases	Groups	MD (95% CI)	p-value
Comprehension score	Pre	Control – Aerobic	-.50(-1.14,.14)	.182
		Control – Combined	-.55(-1.19,.09)	.119
		Aerobic – Combined	-.05(-.69,.59)	1.00
	Post	Control – Aerobic	1.90(1.20,2.60)	.000**
		Control – Combined	.70(.00,1.40)	.050
		Aerobic – Combined	-1.20(-1.90, -.50)	.000**
Working Memory score	Pre	Control – Aerobic	-.40 (-1.17,.37)	.617
		Control – Combined	-.70(-1.47,.07)	.087
		Aerobic – Combined	-.30(-1.07,.47)	1.00
	Post	Control – Aerobic	-.95 (-1.73, -.18)	.011
		Control – Combined	-1.15 (-1.93, -.38)	.002**
		Aerobic – Combined	-.20 (-.98,.58)	1.00

\* $p < .05$ ; \*\* $p < .001$

Table 4 reveals significant improvement in cognitive comprehension amongst participants of combined intervention and control group, which was evident out of the comparative improvements observed in the participants of control group ( $p = .000$ ), and in the combined group ( $p = .000$ ). In case of Working Memory however, improvement was only evident followed by the combined intervention ( $p = .002$ ).

Table 5: Ranking of Incremental Cost Effectiveness Ratio (ICER) (lowest to highest value)

Intervention	Net Cost (MYR)	Incremental Cost ( $\Delta$ Cost)	EQ-VAS Score (Health Status –HS)	Incremental EQ-VAS Score (Health status– $\Delta$ HS)	ICER ( $\Delta$ Cost / $\Delta$ HS) (MYR)
1.Control (no exercise) (Group A)	1205.98	n/a	80	n/a	-
2. Combined Exercise program (Group C)	3567.16	75.00	90	8.3	9.04
3. Aerobic Exercise program (Group B)	3492.16	2286.18	81.7	1.7	1344.82

Table 5 shows the ranking of the different exercise intervention programs based on the Incremental Cost Effectiveness Ratio (ICER) values from lowest to highest. The exercise intervention program which incurred lowest ICER value was ranked first in the table and followed accordingly. Here, combined exercise intervention program had the lowest ICER of positive MYR 9.04/Health Status with highest cost and most effective health status. After that the ICER value of aerobic exercise intervention program was MYR 1344.82/Health Status

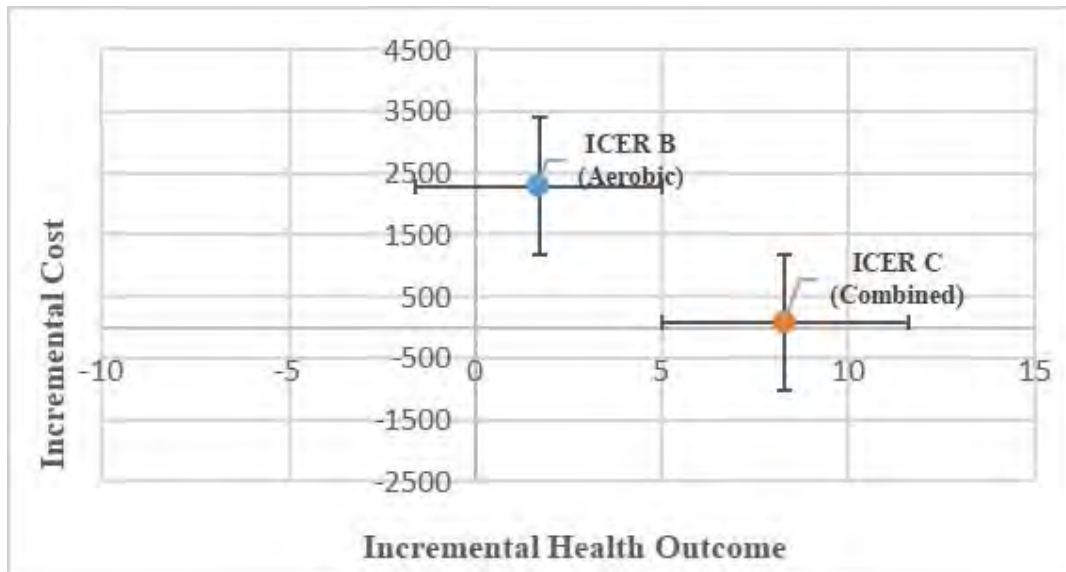


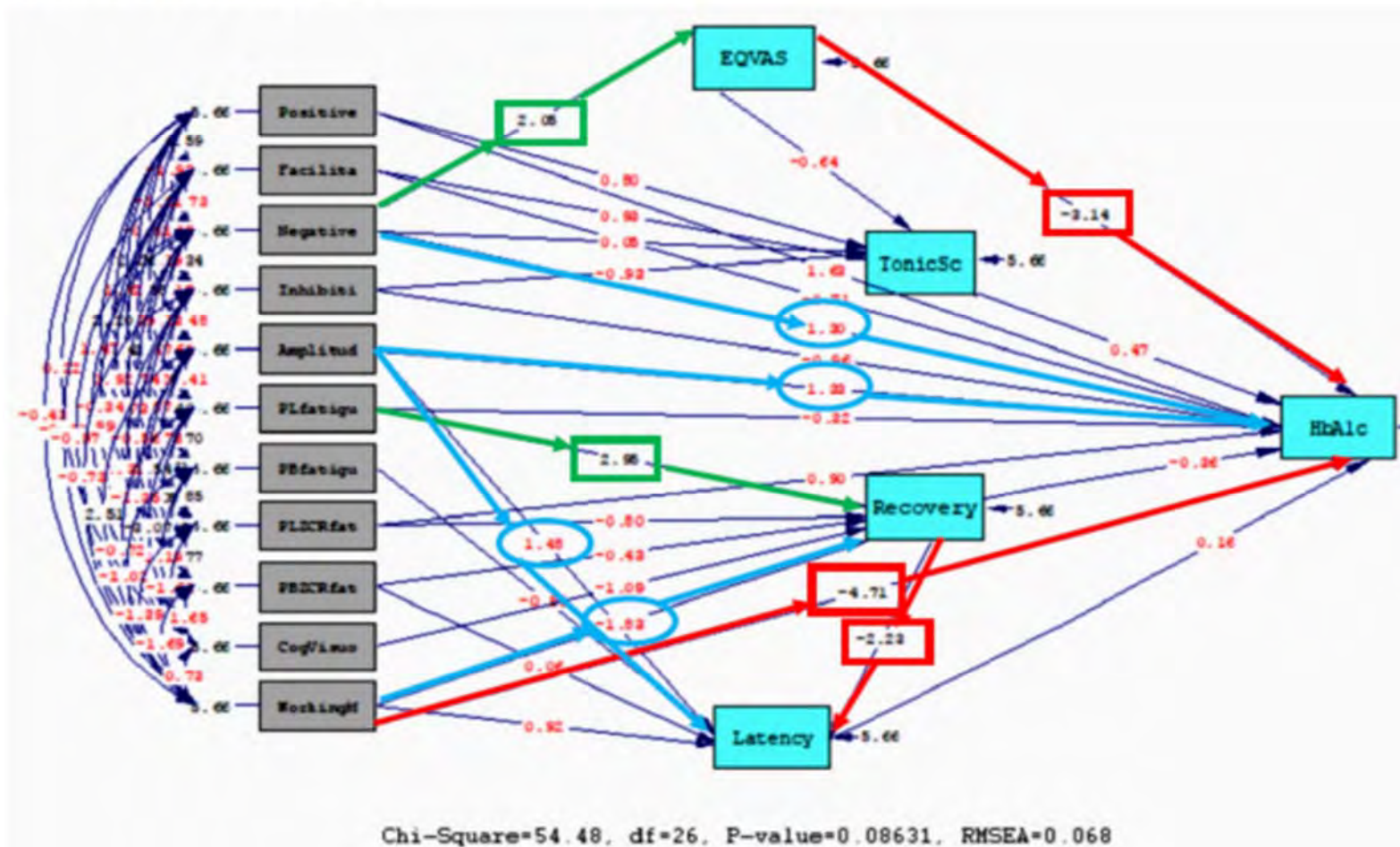
Figure 1: Cost-Effectiveness Plane (CEP) with mean ICER values for aerobic exercise and combined exercise program in Malaysia

The above figure demonstrates the mean Incremental Cost Effectiveness Ratio (ICER) values for aerobic exercise intervention program (ICER B) and combined exercise intervention program (ICER C). Mean of ICER B and the mean of ICER C both fell in the north-east quadrant of CE plane stating that both the intervention programs were more effective and costlier compared to no exercise group. In addition, the mean ICER C positioned itself much lower than the mean ICER B in the north-east quadrant of CE plane. Thus, it shows that the combined exercise is more effective and less costly compared to aerobic exercise program.

## 5. Discussion



## Diabetes and Lifestyle modification



Participants in the aerobic and combined exercise groups had improvements in the perceived level of mobility, as majority of the T2DM individuals reported 'no problem' in mobility. Reason behind the evident perceived improvement in mobility could be attributed to the exercise interventions introduced to them. This evidence of beneficial impacts of exercise have been supported by Aoki and colleagues (1993) who acknowledged, individuals with T2DM may experience limited joint mobility due to glycation of joint structures, and hence flexibility training such as stretching activities are extremely essential for maintenance of full range of motion (ROM) of joints. Apart from that, both the exercise regimes perhaps escalated the range of movement at the joints, and consequently more synovial fluid was released into the joints, which perhaps finally improved the level of mobility of the T2DM individuals (Powers, 2014).

Figure 2: Structural Model on Diabetes and Life Style Modifications

Further to that, effectiveness of combined exercise intervention was also supported by Herriott et al., (2004), who emphasized on improvement in the level of flexibility. Apart from the observed improvements in mobility, perceived improvement in the levels of self-care, usual activities, pain in aerobic and combined exercise group were also evident, which were supported by the findings of the study done by Myers et al., in 2013.

Findings of beneficial impact of combined training on cognitive comprehension score revealed higher-order cognitive comprehension, in the form of visual motor integration (Stewart and Liolitsa, 1999 and Ott et al., 1999), and configurational ability (Cipolotti and Warrington, 1995),

which was evident amongst participants in Malaysia. Combined exercise participants were required to engage in both aerobic as well as resistance training, which perhaps improved level of mobility (Alosco et al., 2012) and visual-motor engagement and integration (Cipolotti and Warrington, 1995) in those T2DM individuals. Combined exercise was also evident as effective in improving working memory score of the participants, which Cipolotti and Warrington, (1995) postulated, as improvement in elaborative encoding and probable development in the own encoding strategy of those T2DM individuals, in enhancing their level of working memory (Klein and Waxman, 2003 and Enhamre et al., 2012). The structural model (Figure 2) however clarified the significance of improvement in working memory (denoted by red line) and in perceived health-status (denoted by green line) in reducing level of HbA1c. Apart from those direct influences, mediating contribution of mood changes and autonomic indices of emotionality were also evident, which implied that the T2DM participants who had higher negative mood-states, reported to have better health status, and also higher working memory which finally contributed behind improvement in glycaemic regulation (HbA1c).

Now, the most interesting part in the CEA was the point estimate showed that incremental cost per health status for combined group compared to aerobic exercise group had positioned in a place in the cost effectiveness plane where it clearly indicates that combined exercise program is more effective and less costly than aerobic exercise program. This has happened because the incremental health status score for combined group was higher than aerobic group. As a result, the higher cost of combined exercise program was soaked up by the higher rate of improvement in health status over the time. Hence, in this set up, combined exercise program was the most cost effective compared to other alternative. This outcome was supported by another study done to measure the cost effectiveness of exercise interventions in T2DM population in Canada (Coyle et al., 2012).

## 6. Conclusions

This research revealed efficacy of both aerobic and combined exercise intervention in improving overall health status of T2DM individuals from a socio-psychological perspective. Combined exercise program was evident as the most cost effective and best effective intervention program.

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# Economics

## Financing Low-Cost Housing in Malaysia

**Andrew Ebekozen<sup>a & b</sup>, Abdul-Rashid Abdul-Aziz<sup>b</sup> & Mastura Jaafar<sup>b</sup>**

<sup>a</sup>Department of Quantity Surveying, Auchi Polytechnic, Auchi, Edo State, Nigeria

<sup>b</sup>School of Housing, Building, & Planning, Universiti Sains Malaysia, Malaysia.

Email of corresponding author: ebekoandy45@yahoo.com

The purpose of this paper is to identify and analyse the methods of housing finance adopted by the low-income earners (both formal and informal) with a view to mitigating the hindrances faced by low-income earners (LIE) when accessing house loan in Malaysia. This was necessitated because low-income house-buyers faced severe problems in gaining access to credit at affordable rates from private banking institutions. Hence, this paper presents the part-findings of an ongoing study that reveals the various methods of financing low-cost housing (LCH) as adopted by LIE in Malaysia. To achieve this, data were collected via in-depth interviews and validated via secondary sources. Thematic analysis was adopted for the qualitative research and 3 themes (sources of LCH finance, encumbrances faced by LIE, and ways to mitigate) were generated. Four states and one territory in Malaysia were covered. The study categorised the sources of LCH financing into two (private and public sector credit institutions). From the findings, ineligibility, down payment, hidden charges and reluctance by banks to lend to LIE were identified by the participants as the major challenges of LCH finance facing the LIE in Malaysia. The supervisory role expected from Bank Negara Malaysia should be resuscitated with a view to ensuring that mortgage institutions total compliance to the mandate given to them in respect of house loan to LIE is accomplished. Also, 2011 Malaysian National Housing Policy should be fully implemented and monitored across the country by the appropriate agencies, among others were recommended.

**Keywords:** Financing, House-Buyer, Low-Cost Housing, Low-Income Earners

### Introduction

The historical perspective of low-cost housing (LCH) in Malaysia has experienced a constant mismatch between LCH demand and supply, although the progress of LCH delivery in Malaysia, which has been quite slow, has been outstanding compared to other developing countries like Nigeria (Ebekozen, Abdul-Aziz, & Jaafar, 2017A). Thus, many encumbrances and weaknesses had hindered and often discouraged the Malaysian LCH target in the 5-year housing plan; the most severe is the difficulty in accessing housing finance by low-income earners (LIEs) (Mahamud & Hasbullah, 2011; Chung, 2013; Ng, 2014; Yee, 2015; Ebekozen et al., 2017B). Hussin (1994) argued that record has shown that as far back in the mid-1990s, it was already noted that LIEs house-buyers faced severe problems in gaining access to finance from banking institutions. Ebekozen et al. (2017A) opine that this is because of stringent credit standards by some banking institutions on the LIEs. Chung (2013) reports that Bank Negara Malaysia (BNM) recognised that the prerequisites of successful home ownership programmes are housing finance availability and accessibility. The author reports that since the 1970s, the Malaysian Government has been vigorously encouraging widespread ownership of LCH, especially among the LIEs group. How effective are these various programmes over the years' calls for concern?

The Malaysian Government took the right approach when it attempted to intervene in the supply of LCH by the introduction of new mechanisms such as the establishment of public credit

institutions like Cagamas and revised the lending guidelines for LCH loans by BNM with a view to ensuring LIEs can gain access to housing loan from commercial banks (Chung, 2013). This is because improved housing has further been proven to have a positive impact on public health, education and labour force outcomes (World Bank Press Release, 2017). Cagamas commenced operations in 1987 as Malaysia's national mortgage corporation with a view to supporting the national objective of achieving home ownership for all LIEs and promoting the long-term progress of the domestic debt capital market. More than two decades, that remains a problem which is unresolved and getting housing loans for the LIEs still lingers (Mahamud & Hasbullah, 2011, Ebekoziem et al., 2017B). Therefore, this paper would birth useful and practicable policies, life-impacting development and proffer solutions to problem confronting humanity in LCH finance. Thus, this study will attempt to suggest new mechanisms so that LIEs house-buyers can gain access to home loans with ease. The following objectives will assist to achieve the aim of this paper:

1. To identify the sources of housing finance for LIEs.
2. To evaluate the encumbrances faced by LIEs in gaining access to house loan.
3. To suggest ways to mitigating the hindrances.

Leong (2014) reports that banking institutions play a dominant role in a housing development in Malaysia while the public sector via its agencies focuses on meeting supply and encouraging home ownership in the LIEs. How true is this submission in respect to LIEs accessing housing loan may lead us to a moot point because there are studies that have shown that LIEs rejection rate by banking institutions is high (Ebekoziem et al., 2017B). Leong (2014) states that housing finance of the Malaysian Banking System have been on a rising pattern, well in front of developing Asian market economies like China, Thailand, and India however falls behind Singapore which has an entrenched public housing programme in the zone. The reason for Singapore housing policy success is because of government commitment in helping the LIEs households (Yuen, 2007). All policies and programmes in Singapore are tailored towards ensuring that LIEs households regardless of their income, home ownership become a reality for all Singaporeans.

### **The Government Role in Financing LCH in Malaysia**

Every responsible government is expected to set the enabling and stable macroeconomic environment for the easy financing of LCH. BNM Annual Report (2015) reports that BNM has a statutory responsibility in the areas of regulations, thus, acts as the main regulator for LCH finance. The regulatory enhancements by BNM have ensured Malaysia's housing market remains strong, robust and stable. Chung (2013) opines that strengthening risk management framework and robust corporate governance practices focus towards enhancing capital and liquidity standards as well as raising their governance and risk management standards within the banking industry in Malaysia are all forms of regulatory enhancements. BNM Press Report (2017) reports that BNM ensures that the financing terms and condition for the purchase of LCH are all areas of regulations and monitored by BNM meticulously. If this submission is true, how come some banks that have been alleged to be involved in "sharp practices" in respect to LCH provision are yet to be sanctioned (Ebekoziem, et al., 2017C).

The recent measures adopted by BNM with a view to ensuring Malaysia's housing market reinforces responsible lending practices and combating the surging levels of household debt such as capping the maximum tenure for residential and non-residential property financing at 35 years from 45 years has created a lot of moot points and game blame over who is responsible for the high rejection rate (Yee, 2015; Ebekoziem et al., 2017B). BNM Press Report (2017) reports that the responsible financing guidelines are in place to protect the interests of borrowers.

Borrowers that are within their capacity to honour their financial obligation are the eligible borrowers and will be offer housing finance if applied. In the first five months of 2017, RM40 billions of housing loans were approved to more than 152,000 borrowers. Three-quarters of these borrowers were first-time house buyers. The question is, what proportion of these first-time house-buyers are LIEs with a household income of not more than RM2,500 monthly? The author argues that the approval rate for housing loans has also been stable at 74%. This figure should be subjected to an independent confirmation because Real Estate and Housing Developers Association (REHDA) put the approval rate at less than 50% (Aruna, 2016). Then, there is a need for scholars to conduct further study to verify this figure.

BNM Press Release (2017) reports that about media reports on calls to review housing loan criteria for potential buyers of affordable houses, Shaik Abdul Rasheed Bin Abdul Ghaffour (Deputy Governor, BNM) says “the comments made by some parties had caused confusion and were not based on facts and accurate information. If the issue of affordable housing (inclusive of LCH) is to be resolved, all parties must be clear on the root cause of the matter and honestly strive to help those affected by it.” The author opines that the solutions to LCH need to address the shortage of affordable houses and the high house prices relative to income. Furthermore, the author cited National Property Information Centre’s data, where less than 30% of new housing launches in 2015-2016 were for houses priced less than RM250,000 compared to 70% during the 2008-2009 period. The author concluded that housing developers, working together with authorities and relevant stakeholders, should intensify efforts to reduce costs and accelerate the supply of LCH in Malaysia. Leong (2014) identified some of the key measures introduced by Malaysian Government via BNM for the past 7 years include:

1. Withdrawal from Employee Provident Fund (EPF) to pay monthly instalments for existing house loan.
2. Exemption of real property gains tax 50% exemption of stamp duty on purchases of houses below RM250, 000
3. Higher Real Property Gains Tax (RPGT) and higher minimum purchase price for foreign home ownership.
4. Provision of adequate, affordable and quality houses for all Malaysians in various income levels with the introduction of many affordable housing schemes since 2011 such as MyHome Scheme and My First Home Scheme among others.

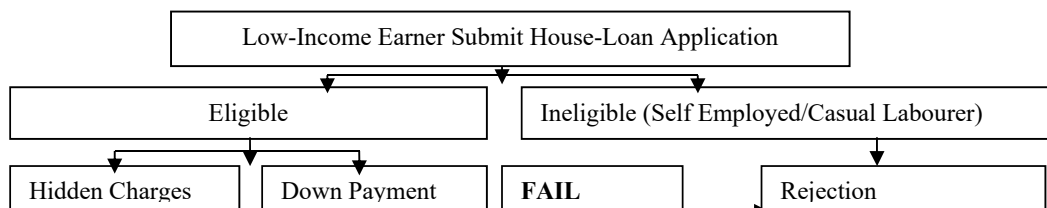
Chung (2013) reports that because of BNM drive to sustain the LCH sector mandated lending to priority sectors including LCH was introduced in 1976. The regulatory institution set lending/financing target to the banking institutions for loans to purchase low-cost homes. It was aimed at increasing the access to credit by LIEs as well as providing eligible buyers with subsidized access to such credit. A maximum margin of 1.75% (for conventional loans) above the benchmark Base Lending Rate (BLR) and a maximum lending rate of 9% (for Islamic financing) were imposed for lending for houses costing not more than RM100,000 in Peninsula Malaysia and RM120,000 in Sabah and Sarawak. This paper will be incomplete without highlighting the role of Cagamas to the LCH finance system in Malaysia. Chung (2013) summarised them as follows:

1. It has enhanced the liquidity of the financial system in providing housing finance through its Purchase With Recourse (PWR) scheme. As of June 2013, it has provided liquidity of RM267.4 billion to the financial sector, especially in times of financial/liquidity crisis
2. It has improved housing affordability by providing banking institutions with funds at a reasonable cost through its ability to generate high investor demand for its AAA-rated issuances of Cagamas bonds/”sukuk”.

3. Cagamas has added to more noteworthy budgetary security by expelling the development confuse intrinsic in the monetary framework by empowering originators of housing finance to better match the development structure of their housing credit/financing to the wellspring of assets.
4. The foundation of Cagamas as a fundamental piece of the financial related framework assumed an imperative part in the advancement of home ownership and the improvement of the capital market in Malaysia.

Leong (2014), BNM Annual Report (2016) categorised the sources of housing finance system in Malaysia into three categories: private sector (commercial banks and finance companies) (Chu, 2014), public sector (Treasury Housing Loans Division, Malaysia Building Society Berhad, Borneo Housing Mortgage Finance Berhad, Sabah Credit Corporation, Bank Rakyat and National Savings Bank) and secondary mortgage corporation (Cagamas Berhad). The author reports that more than 27 commercial banks and 16 Islamic banks respectively are under the commercial banks. There is no doubt that the LIEs high rate rejection by banking institutions is major because of challenges being faced by the LIEs in accessing the LCH loan. Loong (2013) asserts that apart from LIEs ineligibility (self-employed or casual labourer) in regards to payslip for formal salary earner, loan-to-value (LTV) ratio at the time of origination as well as the income of the LIEs plays important roles in determining the fate of a borrower. Chua (2015) identified applying to the wrong bank, low application score, unfavourable credit score, denied due to credit rule, bad status in central credit reference information system (CCRIS), de-cheque, bankruptcy, debt service ratio exceeded, employment history and not submitting the right documents as challenges faced by LIEs in accessing LCH loan. Aruna (2016) reports that Maybank Group President & Chief Executive Officer says “the major challenges by the LIEs in accessing housing loan are a failure in the CCRIS, insufficient income, where application exceed the applicant’s debt service ratio, among others”.

Tan (2012) and Loong (2013) identified down payment as one of the hindrances faced by LIEs in accessing housing loan, while Paramesran (2013) attempts to explain down payment in the context of LCH in Malaysia as the initial upfront portion of the total amount, which can vary between 5% and 20% but most banks allow 10% due and usually expected to be paid full and cash at the point and time of finalizing the transaction. Another hindrance identified is called the hidden charges. Curtis (2014) reports that all over the world, hidden charges are always there in buying a house but the difference is that the house-buyers are a privilege to know of these charges through seminars/workshops organised for the prospective buyer while in the developing countries, “you are on your own”. Figure 1 gives a summary pictorial of the encumbrances faced the LIEs in accessing LCH loan. This is an indication that even when a LIE is eligible, inability to pay the down payment turns the LIE ineligible, very unfortunate. What then is the way forward to mitigate these challenges?



**Figure 1:** Summary of Encumbrances Faced by Low-Income Earners  
Source: Authors.

The reviewed literature indicate that till now, LIEs are still finding difficulty in getting access to housing loan, then, this clearly shows that there is a gap between the demand and supply. Hoek-



Smit (2008) opines that efficient subsidies and government interventions can be bridged the hindrance faced by LIEs in accessing house loan. There is a need for Malaysian Government not to work in isolation, as countries around the world are constantly adjusting their housing subsidies and interventions (Turner & Whitehead, 2002). Yuen (2007) identified how Singaporean Government commitment and pragmatic programme implementation in helping the LIEs households to make home ownership a reality for all through self-help mortgage financial system drawn on the borrowers' Central Provident Fund (CPF) savings for housing represents a lesson in housing finance. UN-HABITAT (2008) reports how Indonesia and Thailand government over the years have made housing finance mechanism easy for the LIEs by providing housing loan for them at subsidies rate via housing ownership loan and direct repayment from their salaries on a monthly basis. Although, the solution for providing homes for LIEs are not easily available because the United States of America has been working since 1949 to home this segment of its population yet to achieve total success (Schwartz, 2015). This does not mean that policy maker and other stakeholders should stop striving to arrive at an optimal result.

### Methodology

The aim of this paper is to evaluate the encumbrances faced by Malaysian LIEs in gaining access to house loan with a view to suggesting new mechanisms so that LIEs house-buyers can gain access with ease. Thus, narrative type of qualitative research was adopted because this study is deemed exploratory and descriptive in nature. Data were collected via in-depth interviews and validation was done by secondary sources. Epistemology and ontological types of philosophical paradigm and random purposive sampling technique, a type of qualitative sampling techniques was adopted respectively. Ontology was adopted because of the need to study the nature of the participants' realities (Hudson & Ozanne, 1988). Similarly, epistemology was adopted because of the need to know and understand the phenomenon of interest of the participants (Carson, Gilmore, Perry, & Gronhaug, 2001). Also, random purpose sampling technique was adopted because it gives a platform for identifying a population of interest and developing a systematic way of selecting cases that are not based on advanced knowledge of how the outcomes would appear (Cohen & Crabtree, 2006). The purpose is to increase credibility, not to foster representativeness.

Thematic analysis, a method for identifying, analysing and reporting themes within data was adopted for this study (Fereday & Muir-Cochrane, 2006). The study covered four states and one territory (A, B, C, D, & E) in Malaysia. This is well selected to reflect the true picture of key practitioners, locations and allow for straightforward evaluation. For confidentiality, the names of the states, establishment, and rank of participants were concealed in Table 1. The participants were knowledgeable in the subject matter with vast of experience.

**Table 1:** Summary of Participants Description and Locations

Participant/Location	A	B	C	D	E	Total
State Housing Agenci	1	1	1	1	1	5
Private Developer	2	2	2	2	3	11
Mortgage Banker	1	1	2	1	1	6
BNM	-	-	-	-	2	2
LIE	4	4	4	3	3	18
Total	8	8	9	7	10	42

Before now, invitation letters were issued, explaining the nature of the research project and clarifying the personal assurance that privacy would be protected and that confidentiality would be maintained. Between April 2017 and July 2017, the interview sessions were conducted in the five locations. All the participants understood the concept of financing LCH, an indication that the

results from this interview were valid. Data were collected via a semi-structured interview technique, considered as the best method because it allowed participants to express themselves freely without being confined in their responses (Denscombe, 2007; Maunganidze, 2013). Each interview started with an introduction of the general aim of the study, and then the information given in the invitation letter was repeated. The interviews were conducted over a four-month period, and each interview took an average of 60 minutes.

Full interview verbatim transcripts were produced to ease the interpretation of the data and enable the selection of quotes for illustrative purposes. The completed transcripts were then verified against the manuscripts before it was sent to the interviewees for clarifications and corrections (Denscombe, 2007). Eight out of 42 participants made changes to the text and then corrections were made. The study adopted themeing, narrative, *in vivo*, emotion, and attribute coding strategies. Fifteen codes were derived and sorted (categories) based on reference, occurrence, frequency, and relationship. Hence, 3 themes were generated from the categories. The themes and the connection are the main results of the study. The results are reported and discussed in detail in the next section.

## **FINDINGS AND DISCUSSION**

The findings and discussion are discussed under 3 themes as follows:

### **Theme One: Sources of LCH Financing**

Theme one “sources of LCH financing” gives the participants opportunity to identify the different sources of LCH financing available in Malaysia. From the findings, the most frequent ones that were identified by the participants are into two categories: private sector credit and the public-sector credit. This finding corroborates Leong (2014) submission that identified two main sources of housing finance. The participants (BNM, bankers and government personnel) identified secondary mortgage corporation as a source of financing housing, although LIEs do not have access to them directly. This secondary mortgage corporation such as Cagamas provide housing finance to banks and other mortgage institutions at a reasonable cost for onward disbursement to the LIEs. Two of the LIEs participants (State A and C) accused BNM of conniving with banks in dishing their dreams of becoming a home-owner. This allegation could not be proved as further testing during the study and news print media did not support the allegation.

### **Theme Two: Encumbrances faced by LIEs**

Theme two “encumbrances faced by LIE” gives the participants opportunity to identify and evaluate the hindrances faced by Malaysian LIEs in accessing housing loan. From the findings, the most frequent ones are ineligibility and reluctance by banks to lend to LIEs. Others identified are hidden charges and down payment. Many of the participants agree that ineligibility is mostly affected by LIEs that do not have a regular income or those in an informal sector without evidence of payslip. This category of persons is rejected outright by most banks because of the high risk associated with them. The Malaysian Government unwillingness to share the risk once the person does not contribute to EPF has not helped the matter, this is too bad. A LIE participant from State A shared an experience of how the approval granted to him by Bank XYZ was forfeited because of his inability to meet up with the 10% down payment as stipulated by the Bank XYZ as a condition to be fulfilled before given the house loan. This finding corroborates Tan (2012), Loong (2013) and Ebekozi et al. (2017B) that identified down payment as one of the most significant challenges faced by LIEs in accessing housing loan. Other encumbrances identified by the participants are the perception of most mortgage institutions that LIEs are probably to high default risk, lack of collateral, weak credit history because of low-income, poor documentation of evidence during application, high household's existing debt, and unfavourable credit score.

### **Theme Three: Way out for the LIEs house-buyers to access house loan**

Theme three “way out for the LIEs house-buyers to access house loan” gives the participants opportunity to suggest way out for the LIEs house-buyers to access house loan in Malaysia. From the findings, most the participants agree that Malaysian Government should take an example from the Singaporean Government by the commitment and pragmatic programme implementation in helping the LIEs households to make home ownership a reality for all through self-help mortgage financial system drawn on the borrowers’ Employees Provident Fund (EPF) savings for housing. This can only be achieved if EPF institutional framework is strengthened and healthy engagement of the private sector in LCH provision. BNM as a regulatory institution of all mortgage institutions in Malaysia should ensure that all blue print in respect to LCH is matched with implementation and monitoring the respective mortgage house. BNM as a doctrine of necessity should fund, strengthen and encourage Syarikat Perumahan Wilayah Persekutuan (SPWP) to expand their operation to states. SPWP scheme operates like the government housing banks in Indonesia and Thailand. Also, government (federal and states) should be sincere, transparent and accountable to the masses in pursuing the provision of LCH through the implementation and monitoring of the Malaysian LCH National Housing Policy (NHP). The 2011 NHP blue print if implemented dutifully, will make Malaysian LCH an enviable one in the 21<sup>st</sup> century. The era of diversion of the approved budget meant for LCH provision by federal and states involved in leakages (diversion of LCH fund, allocation to non-eligible persons) of LCH should be stopped.

### **Conclusion**

The Malaysian Government is committed to the noble aim of creating a prosperous and harmonious home-owning democracy. In support of this national objective, various measures have been put in place to enhance the effectiveness of the housing finance for the LIEs. In the years, ahead, the Government is expected to continue with its efforts to further upgrade the efficiency of LCH finance in Malaysia while active and efficient mortgage market will also contribute to developing sustainable LCH finance system in the country. This can be evidence of the germane role played by Cagamas during the world financial crisis that spread to Asian countries. Cagamas is a fundamental piece of the monetary infrastructure and has assumed a critical part in the advancement of home ownership for LIEs and the improvement of the capital market in Malaysia. The government and BNM need to do more and introduce mechanisms that will drive towards enhancing the LIEs to becoming home ownership with easy of home financing regardless of their household income, hence the need to fund SPWP in their operation.

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# **Entrepreneurship Development Programme as a Mechanism for Poverty Reduction in Nigeria**

**Waziri Musa Kontagora**

School of Government, Universiti Utara Malaysia

Email of corresponding author: waziriknt@gmail.com

## **Abstract.**

Poverty is a global threat and more devastating in the developing world. In line with the global proclamation, Nigeria government introduced several intervention programmes to address the problems of mass unemployment, low productivity, high inflation, and poverty. Against this backdrop, this conceptual paper employed secondary data to analyze the contribution of entrepreneurship development on poverty alleviation in Nigeria. The paper contends that entrepreneurship development program (EDP) in Nigeria offer a palliative measure in addressing unemployment crises vis-à-vis poverty reduction among our teeming graduates. The failure of EDP was attributed paucity of fund, political instability, corruption and lack of administrative capacity to provide a holistic approach to the policy on poverty reduction etc. To this end, the paper wishes to recommend that government needs to create an investor-friendly environment, that can address the dilapidated infrastructural facilities especially, power sector, roads and railways, adequate security and give every citizen the sense of belonging among others.

Keywords: Poverty, Entrepreneurship, Development, Program.

## **1.0 Introduction**

Poverty in Nigeria is described as a socio-economic problem that affects growth and development in the entire nation. Government at all level in the country have designed and embarked on several measures to reduce the degree of poverty and improve the social and economic well-being of the people. The federal government has initiated several measures and policies to reduce the level of poverty among the masses. Entrepreneurship Development Programs is one the measures embraced by the government to reduce the scourge poverty and unemployment in the country. This study is not established to evaluate past measures of poverty reduction in Nigeria but aims at investigating the effect of entrepreneurship development programs on poverty alleviation.

The development process of any country is determined by the level of government commitment to human development and how best economic activities were organized. For most countries, the economic development is largely depended on the role of private sector. Entrepreneurship development has played a major role in this regard. This opinion is supported by Ogundele (2007) that the promotion and development of entrepreneurial activities would aid the dispersal and diversification of economic activities and induce even development in a country. Similarly, Osuagwu (2002) added that entrepreneurial development in Nigeria should be perceived as a catalyst to increase the rate of economic growth, create job opportunities, reduces import of manufactured goods and decrease the trade deficits that result from such imports.

Furthermore, entrepreneurship development program remains the gateway to sustainable wealth creation in Nigeria (Ogundele, 2004). Matanmi and Awodun (2005) opined that, if Nigeria desires to move out of the high rate of unemployment and ravaging level of poverty, adequate attention must be given to the growth of entrepreneurship. They concluded that Nigeria still remains in the doldrums because of the combination of ignorance, low capacity building and lack of encouragement of entrepreneurship development in the country. In another view, Ariyo (2008) state that if Nigeria wants to reach its full potential in terms of economic and social development, it cannot afford to ignore the importance of entrepreneurship development and the contributions that they make to the country's economic development.

The contribution of entrepreneurship development on poverty alleviation and economic development in Nigeria largely depends on the level of awareness on the impact of entrepreneurship training and development to the people. The entrepreneurship development

orientation is the development of entrepreneurial skills, for effective and efficient application of the skills acquired to create a significant difference from others, by recognizing the skills and allowing it to function effectively for transformative and profitable activities (Omolayo, 2006).

### **1.1 Methodology**

This study is conceptual in nature and it employed secondary data like journals, textbooks, internet resource, government documents and several others to analyze the contribution of entrepreneurship development on poverty alleviation in Nigeria.

### **2.0 The Concept of Entrepreneurship and Poverty**

The idea behind entrepreneurship development is about self-employment which will generate employment opportunities for the people. Is the most effective method for creating new enterprises, and bringing new products and services that can significantly affect the economy of a nation by building the economic base and providing jobs.

Aina and Salako (2008) described entrepreneurship as the willingness and ability of an individual to seek out investment opportunities and takes advantage of scarce resources to exploits the opportunities profitably. It is the process of creating something new with value by devoting the necessary time and efforts, assuming the accompanying financial social risks at the end receiving a resulting reward.

According to Robert Hisrich (1985), entrepreneurship is a process of creating something different with value by devoting the necessary time and effort, assuming the accompanying financial, psychological, and social risk, and receiving the resulting rewards of monetary and personal satisfaction.

Soyibo, (2006) defined entrepreneurship as the process of identifying an opportunity related to needs- satisfaction and converting it into a thing (product or service) of value. It can also be conceptualized to mean the process and activities undertaken by entrepreneurs directed at capturing value associated with business opportunities. It can be seen as a process driven by the desire to innovate; that is producing new things (goods and services; processes or approaches) or improving on existing ones, and profiting from it.

The term poverty has attracted a host of definitions, but generally, it describes a wide range of circumstances associated with need, hardship and lack of resources to satisfy basic human needs (Nolan & Whelan, 1996; Abbott & Pollard, 2004). Poor people or communities are incapable of raising healthy and educated families and are also incapable of participating in the governance of their societies. However, poverty is a relative term with no common measure and definition. Such terms as relative poverty, chronic poverty, extreme poverty and absolute poverty are common parameters that are used to denote the nature and severity of poverty in a given society.

In addition, Sachs (2009) defined poverty in terms of three distinguishable categories. These are Extreme poverty, moderate poverty, and relative poverty. Extreme poverty means those household that cannot be able to meet up with basic needs for survival. Such people are perpetually hungry, unable to access health care; they lack amenities of safe drinking water and sanitation. They cannot afford education for their children and cannot shelter their families. Moderate poverty on the other hand generally refers to conditions of life in which basic needs are met, but just manageable. Relative poverty is construed as a household income level below a given proportion of average national income.

In Nigeria, most of the poverty alleviation measures or initiatives are embedded in entrepreneurship but have suffered several challenges culminating in their failure. Some of the schemes include National Poverty Alleviation Program (NAPEP), Youth Empowerment Scheme (YES), Rural Infrastructural Development Scheme (RIDS), and Natural Resources Development and Conservation Scheme (NRDCS) Small and Medium Enterprises Development Agency (SMEDA) etc. In the attempt to alleviate poverty in Nigeria, microcredit scheme was introduced to give out loan to micro business owners, entrepreneurship training centers were established in

all higher institutions of learning and entrepreneurship education has been included in the school curriculum geared towards equipping students with skills required for self-employment and similarly to eradicate poverty in the country.

### **2.1 Entrepreneurship Development and Poverty Alleviation**

Globally, there has been a growing interest in entrepreneurship as a mechanism for poverty alleviation across international boundaries (Murphy & Coombes, 2009). That entrepreneurship can help alleviate poverty is not new, and reflects the assumption that entrepreneurial activity leads to economic growth and development in most of the developed countries. However, the economic rationale for the eradication of poverty is not universally compelling to all organizations. For firms that are profit oriented and already in developed economies, market outcomes in contexts of abject poverty that generally have the additional difficulty of being international are likely to be inefficient. The successful contribution of entrepreneurship to poverty alleviation and economic development in Nigeria depends on entrepreneurship training and orientation.

Entrepreneurship development programmes do not always lead to economic growth, but it has the greatest potential for significant economic impact and poverty reduction in many parts of the world. Countries like Bangladesh, South Africa has recorded success in entrepreneurship development government help some of the poor with short-term loan, training in entrepreneurship and provision skills development and provision of other facilities that could enhance owners of micro and small enterprises opportunities to grow their businesses and get themselves and others out of poverty (Mensah & Benedict, 2010; Alvarez, Barney & Anderson 2013). Additionally, in Cameroon, studies show that there is a bi-directional significant relationship between entrepreneurship and poverty reduction. The study concludes that training and retraining of entrepreneurs as well as organizing entrepreneurship skills acquisition programmes are vital to boost entrepreneurship in order to reduce poverty in the country (Wajung & Mbella 2014).

Several studies on entrepreneurship in Nigeria concentrate on the contribution of entrepreneurship to sustainable economic development, job creation, innovation and resource allocation, but there is a little attention on the effect of entrepreneurship development programs on poverty alleviation. The success of entrepreneurship development programs on poverty alleviation largely depends on many factors including skills acquisition, training, and educational development among others. Also, most of the government efforts to reduce poverty in the country were not tailored towards entrepreneurship development for the unemployed people in the society. These problems, therefore, prompt the need for current paper. The objective of this paper is to examine the impact of entrepreneurship development on poverty alleviation in terms technical skill on youth empowerment for sustainable national development.

### **2.2 Entrepreneurship Development Programme in Nigeria**

Employment opportunities are the lifeline of any national economy. "Human development will definitely be grossly undermined and impaired without employment" (NEEDS document, 2004). Nigeria is set to address the problems of mass unemployment, low productivity, high inflation and poverty to a large extent and how speedily it is able to develop the millions of its labor force into a knowledgeable and skilled people needed for the required change for self-empowerment. The world in the 21st century is witnessing a wave of entrepreneurship happening with more and more people looking for self-empowerment and business ownership. The role of governments and private organizations as a provider of jobs is shrinking and people are looking to empower themselves in other ways. The Entrepreneurship Development Programme serve as an urgent mechanism to youth unemployment is was specifically designed for the Nigerian youths, informing them about the world of business and opportunities to create their own businesses. The EDP provides youths with insights into entrepreneurship and enterprise; it aims to help them realistically consider the options of starting a small business or of self-employment. The following sums up a number of reasons for the importance of promoting youth entrepreneurship:



1. Creating employment opportunities for self-employed youth as well as the other young people they employ.
2. Bringing alienated and marginalized youths back into the economic mainstream and giving them a sense of meaning and belonging.
3. Helping to address some of the socio-psychological problems and delinquency that arise from joblessness.
4. Helping youths develop new skills and experiences that can then be applied to other challenges in life.
5. Promoting innovation and resilience in youth.
6. Promoting the revitalization of the local communities by providing valuable goods and services.
7. Capitalizing on the fact that young entrepreneurs may be particularly responsive to new economic opportunities and trends.

The Entrepreneurship Development Programmes in Nigeria is a short-term approach to the unemployment crises is to cater for the unemployed youth and the ever-increasing number of jobless university graduates in the country. In the long run, it brings the desired result for national growth and development. The EDP was seeking to move youth entrepreneurship into the mainstream of the economy with growth-oriented and sustainable businesses opportunities. Furthermore, the EDP is designed for new entrepreneurs, introducing them to basic elements of starting and managing a new business; the EDP creates training tools focused on the ways to improve performances and productivity of businesses, to encourage aspiring entrepreneurs to explore more deeply about their business ideas and in particular, the feasibility of turning a business idea into a profitable venture. The EDP believes that not everybody is an entrepreneur, but there is a bit of entrepreneurship for everyone. This just has to be identified, nurtured and developed and then sees where it takes you. The basic teaching and learning methods adopted at the EDP are such that could enhance capacity building and develop competencies. The EDP has as part of its goal is to see many of the trained youths have access to start-up loans which would help jump-start small business across the country. The EDP also has a monitoring unit to constantly check on its impact across the nation. Constant checks are being carried out on numbers of businesses created and employment generated from time to time.

Literature shows that entrepreneurship development programmes have reduced poverty in Nigeria. From the findings, entrepreneurial education has a strong and positive impact on inclusive growth in Nigeria and entrepreneurial education is a catalyst for inclusive growth through job creation, poverty reduction and wealth creation in Nigeria. The contribution of entrepreneurship training and education on poverty reduction through youth empowerment and social welfare service improvement is significant when entrepreneurship is encouraged at all level in the country especially at local and community level (Ogundele, Akingbade, & Akinlabi 2012).

### **2.3 Theoretical Perspective**

Early scholars viewed entrepreneurship from different dimensions, they describe entrepreneurship from the perspective of functions of an entrepreneur, which include as an inventor, imitator, innovator, or more appropriately as a calculated risk taker. Schumpeter (1950) introduced the concept of innovation and power. He believes that an entrepreneur brings about changes through the introduction of new technological processes or products. He further argues that only certain extraordinary people have the ability to be entrepreneurs and they bring about extraordinary events. Finally, Schumpeter disagrees with Weber and other theorists of entrepreneurship that entrepreneurship is a function of social, cultural or religious factors; rather, he believes that individuals are motivated by the Atavistic will to achieve power. He insists that this desire could occur randomly in the ethnically homogeneous group.

Max Weber (1958) argues that those business leaders and owners of capital, as well as the higher grades of skilled labor, and even more, the higher technically and commercially trained

personnel of modern enterprises are overwhelmingly Protestants, especially in Western Europe countries. Before coming to this conclusion, Weber surveyed the main participants of different religions, in order to find out their attitude and behavior toward profits. Consequently, he concludes that the Protestant ethics tend to go well with high-profit generation and accumulation of capital.

## **2.4 Challenges of Entrepreneurship in Nigeria**

(a) Lack of knowledge in the Basic Sciences and Technology: in spite of the importance of investment and innovation in the economic development of the society, there is still a lack of understanding of the product-evolution process. This is the process through which innovation develops and commercializes through entrepreneurial activity, which in turn stimulates economic growth. The lack of expertise in this area matching the technology with the appropriate market and making the needed adjustments is a fundamental challenge of entrepreneurship in Nigeria. It is therefore regrettable that education is yet to be accorded the priority it deserves in Nigeria.

(b) Lack of Strong Patent Law: this is one of the most serious challenges that entrepreneurs face in Nigeria is the level of competition from foreign manufacturers. The local entrepreneurs are not protected; the situation is worsened by the apparent lack of faith in the Nigerian Patent Law which many entrepreneurs feel offers them little protection against piracy.

(c) High Cost of Doing Business in Nigeria: Entrepreneurs are in business because they want to maximize profit. Where the expected returns from a venture are lower than the opportunity costs, it will act as a disincentive for the entrepreneur. Due to collapsed infrastructural facilities and unbridled corruption, where entrepreneurs have to spend huge sums to provide some basic infrastructure and bribe government officials, it makes the costs of doing business in the country to be too high with adverse implication for profitability.

(d) Inappropriate Incentive Structure (Resource Curse): instability in the government policies have creates an atmosphere of uncertainty. The incentive structure that is generally biased in favor of activities with relatively short transaction cycles and quick returns discourages innovation and entrepreneurship.

## **2.5 Conclusion and policy recommendation**

Entrepreneurship is essential for rapid and sustained economic growth and development. It creates the required manpower and skills necessary for accelerated growth, reduce unemployment and poverty in the society. It is therefore wise for Nigeria to assign a significant commitment to entrepreneurship development in her effort in rebuilding the economy. For entrepreneurs to be effective in creating wealth and employment opportunities, the government needs to create an investor-friendly environment which encompassing stable macroeconomic policies. The government needs to address urgently the dilapidated infrastructural facilities in the country, starting with the power sector, roads and railways, provide adequate security and give every citizen the sense of belonging. The educational sector needs to be revamped with an emphasis on science and technology. There is a need for the youth to change their mindset to embrace self-employment, self-reliance rather than waiting for inadequate government jobs. Lastly, there is the need for the government to ensure that those with innovative ideas are provided with the financial support to translate such ideas into reality for national development.

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## Mitigating Poverty through Islamic Ideals of Administration in Nigeria: A Paradigm Shift

Yusuf Kasim<sup>a&b</sup>, Ahmad Zubir Ibrahim<sup>b</sup> & Badariah Haji Din<sup>b</sup>

<sup>a</sup>Department of Public Administration, Umaru Ali Shinkafi Polytechnic Sokoto, Nigeria

<sup>b</sup>College of Law, Government and International Studies, Universiti Utara Malaysia

Email of corresponding author: abulmaryameduonly@gmail.com

Reducing poverty has been plaguing the Nigerian state for time immemorial, and a quite number of policies and programs were conceived, designed and implemented to some certain degrees through the ages, however, the efforts are almost fruitless as the incidence of poverty has been rising defying all the efforts at mitigating its menace. Accordingly, this paper aims at exploring a paradigm shift in the course of addressing the scourge of poverty in Nigeria. To achieve this objective a conceptual model for poverty reduction has been proposed by the paper with a shift from the conventional mechanism or perspective to a proposed ideal Islamic conceptual model which if adhered to would ensure comprehensive prosperity in Nigeria thereby ensuring poverty reduction and overall well-being of the Nigerian populace. In the proposed conceptual model this paper envisaged the role of Islamic ideals of governance and administration in the quest for a better society free of squalor, hunger, hopelessness and despair. Consequently, relevant literature were used to develop the conceptual model and a discourse on Nigeria's strive towards poverty reduction was carried out. Specifically, the conceptual model emphasized on amanah (trusteeship), adlah (justice), and istislah (public interest) as the mechanisms that would usher in and ensure prosperity and poverty reduction in Nigeria.

**Keywords:** Poverty reduction, Amanah, Adlah, Istislah.

### Introduction

Reducing poverty has been in the agenda of Nigeria government. It has been averred that, the rise in the menace of poverty in Nigeria has been steadily without a fall with 15% in 1980, 28% in 1980, and 66% by 1996 which indicated that the incidence of poverty in Nigeria assumed a wild-fire character (Anyebe, 2014). In the same vein, (Oxford Poverty and Human Development Initiative (OPHI), 2015) using multidimensional poverty indicators observed that Nigeria had 53.3% as poverty incidence, 56.8% as intensity of poverty, with 32.8% as people in severe poverty, and 34.6% as destitute while 17.5% was identified as vulnerable and potential poor. The above submissions indicated that much is desired in assuaging poverty in Nigeria. This wholesome desire led to the designing and implementation of various poverty reduction policies and activities with envisaged objectives of lessening its effects on the citizenry, which by and large faced criticisms on corruption, mismanagement of resource, top-bottom approach and poor policies which have been seen as the banes to Nigeria's poverty reduction drive (Oshewolo, 2011). Therefore this piece proposes a shift from programme based poverty reduction effort to Islamic philosophy of public governance within the frames of Amanah, Adlah and Istislah.

### LITERATURE REVIEW

In this section, the paper centers on an overview of the concepts of poverty, poverty reduction, amanah (trusteeship), adlah (justice), and istislah (public interest) which basically formed the framework for the discourse in this endeavor.

### Poverty

Poverty has been conceived as deprivation that is related to economic resources considered crucial to meeting the basic necessities of life that include food, shelter, clothes and other essential services the make life meaningful (Handley *et al.*, 2009) . Contrary to the above conception (Akindola, 2009) argued that income measurement of what poverty constitutes

cannot explain poverty as human life need capabilities that enable the human person to pursue goals and meet the myriad of wants that becloud him or her, therefore, income component of poverty is one out of numerous elements that indicate a person is poor neglecting other important components that involve capabilities like education and skills, power, rights and liberties, and social inclusion. Similarly, (Jacob, 2015) stressed that poverty is a multidimensional concept that encapsulates various dimensions of deprivation which revolve around human capabilities, including food consumption and its security, health status, vocational skills and education, socio-economic and political rights, freedom of speech and expression, security of life and property, dignity and worth in the society, and responsible means of livelihoods. It has been argued that if well-being and quality of life are considered, importantly, security, self-respect, access to information, effective institutions and socio-political empowerment are as important as income to the poor (Robb, 2000). Therefore, it suffices to say that poverty involves an array of socio-economic and political dimensions.

### **Poverty Reduction**

According to (Barder, 2009) poverty reduction symbolizes policy-action taken by the state to ensure redistribution of income in the society, provide public goods, and design socio-economic and political reforms that have positive impact on the lives of the people. Further to the above, (Loewen, 2009) asserts that poverty reduction depicts conscious effort being made by the state or government to enhance sustainability of livelihoods of the people which by implication improve their capabilities, income and general well-being. Conversely, poverty reduction has been adjudged to be a policy-action that government follows to change the socio-economic condition of the people particularly those identified as having issues with basic necessities of life. It represents efforts at enhancing social inclusion, economic empowerment and better living standard (Kanayo, 2015). Therefore, poverty reduction in this context is conceived as policy frameworks designed and implemented by government with a view to empower the poor socio-economically so that they live a decent life worthy of living and to give them a sense of belonging in the society.

### **Amanah (Trusteeship)**

The concept of amanah is one of the basic principle of governance and administration in Islam which in conventional referred to trust meaning to keep intact what has been given to someone for custodianship (Samsudin & Islam, 2015) thus the need for trustworthiness (*amanah*). Trust in this regard means to fear Allah S.W.T and to be aware that Allah is ever seeing at all-times which should make an individual to hold the trust given to him and discharge his responsibilities with maximum diligence, accountability in compliance to both the injunction of Allah (S.W.T) and the rules governing the responsibility he has been entrusted with either by electorate or place of employment (Salleh & Mohamad, 2012). Accordingly, one fundamental feature of amanah (trust) in this sense is that human being as trust-holder is just a representative of Allah S.W.T (a vicegerent) who only do the biddings of Allah is running affairs of others (trusteeship) which by and large bring the notion of accountability in relation to stewardship (Triyuwono, 2004). To crown it all, Allah (S.W.T) in the holy Qur'an emphasized on the burden therewith attached to amanah which surely indicates that trust (amanah) is a burden and indeed something to be accounted for here and the hereafter. Thus, Allah S.W.A in the Qur'an says..., "Surely We offered the trust to the heavens and the earth and the mountains, but they refused to undertake it and feared from it, but man undertook it; surely he is unjust, ignorant" (Al-Ahzab, 33:72).

### **Adlah (Justice)**

In a broad term, justice entails to render to everyone what is due him. However, far from that Islam transcends further in defining justice. It has been posited in Islam that to ensure a utmost justice there shall be proper allocation of what is due to everyone, compensate good for good

and exert appropriate punishment to a crime committed, therefore, anything contrary to the above cardinals amount to the opposite of justice, hence, injustice (Gonaim, 2016). Similarly, the assertion by Gonaim (2016) was in conformity with Qur'an 4:58 that...

*Indeed, Allah has commanded mankind to render back the trust which he was bestowed with to the rightful owner, and when dispensing justice between the people (ummah) judge with justice, And surely excellent is that with which Allah admonishes you! Surely, Allah is All-Hearing and All-Seeing.*

The above verse of the Qur'an literally and technically expressed *adlah* (justice) as a concept that emphatically deals with being trustworthy and honest in the socio-economic and political senses in which absolute fairness and equity in a social relation between and amongst individual without prejudice to either social, economic or political status, therefore, *adlah* (justice) in the Qur'anic literature abhors any act that breeds injustice, dishonesty and inequality in the society.

#### **Istislah (Public Interest)**

The notion of *istislah* (public interest) grows out of the need to ensure voice of the people thrive in the realm of policy making and implementation. It is a concept in the ideals of administration in Islam that aims at explaining the quantum of people choices in terms of public policy. In essence, *istislah* (public interest) preaches the supremacy of the overall need of the people in the society (Inayatullah, 2011). In a related view, (Hasan, 2015) conceives *istislah* (public interest) in Islamic sense as (*masāliḥ al-mursalah*). It captures the concept of "*lā ḍarar wa-lā ḍirār*" (no harm be imposed, and nor harm should be a penalty for an imposed harm).

The idea of public interest from the Islamic standpoint revolves around taking into account the overall welfare of the public in making decisions and implementation of programmes that are formulated for the public good in the socio-economic and cultural realms which by and large affect the public (Ajija & Kusreni, 2011). *Istislah* (public interest) in Islamic ideals or ethics of leadership encourages those at the helms of affairs to consult their people when making decision and that their inputs from the consultation must be allowed to bear or reflect in the decision-making.

It should be noted, at this juncture that, the above overview provides the framework for the discourse on the objective of this piece towards a paradigm shift in the art and science of poverty reduction from the conventional/capitalist perspective to that which is within the frame of *tauhid*-paradigm or Islamic perspective.

#### **Nigeria' Poverty Reduction Efforts in Perspective**

The alarming poverty trend in Nigeria over the years made government at different times to make efforts towards combating poverty in the country. The efforts have been categorized as the pre-structural adjustment, (PSA and post-structural adjustment (PTSA) eras (Oshewolo, 2011). The National Development Plans designed, as medium through which poverty was to be reduced, emphasized on, the real income of the average citizen, more even distribution of income among individuals, and socio-economic groups (Ukpong & Ibrahim, 2014). Similarly, the Military regime of General Gowon (1966-1975) launched the National Accelerated Food Production Program (NAFPP), however no tangible result was recorded. In 1973, the Federal Government created Agricultural Credit Guarantee Scheme Fund (ACGSF) mandating the Nigerian Agricultural and Cooperative Bank (NACB) to implement. Furthermore, in 1976 the Military government of General Obasanjo, initiated Operation Feed the Nation (OFN) a programme designed to enhance food production and to trickle down development to the rural areas. However, OFN failed as corruption and inefficiency, misplacement of priorities amongst others deluded it (Oshewolo, 2011). Consequently, President Shehu Shagari's administration (1979-1983) came up with the Green Revolution Program, which was envisaged to promote food security, unfortunately like

previous programs, GR as it was popularly called, failed to realize its objectives (Adawo, 2011). In a similar vein, General Buhari's regime (1983-1985) introduced "Go Back to Land" programme which began to yield positive result in food production but short lived by a military coup which overthrew Buhari's military government. General Babangida on assuming power in 1985 came with series of programmes designed as steps further towards poverty alleviation in Nigeria, via Structural Adjustment Programme (SAP) which include Directorate for Food Roads and Rural Infrastructure (DFRRI), National Directorate of Employment (NDE), People's Bank, Community Bank. However, the resolve by the government to address the severe economic crisis in Nigeria in the early 1980s, the implementation of SAP sapped the people and worsened the living condition of the Nigerians (Oshewolo, 2011). Another, important milestone in the fight against poverty in Nigeria was the re-emergence of democratic governance in 1999. The new Administration under President Obasanjo attempted to reduce the 70 percent incidence of poverty in Nigeria therefore launched Poverty Alleviation Program (PAP) in 2000, with a view to create jobs for the unemployed in Nigeria (Iheanacho, 2016). Not satisfied with the performance of PAP, the Federal government rebranded the program to National Poverty Eradication Program (NAPEP) with an estimated ₦ 470 Billion in the National budget, but was able to get an approval from the National Assembly to commit ₦ 10 Billion to finance the Poverty alleviation program (Ogwumike, 2001), and a number of programmes and skills development activities were developed so as to create job and reduce poverty (Umukoro, 2013). Similarly, National Economic Empowerment & Development Strategy (NEEDS) was created by the Obasanjo's administration in 2004. The ideals of NEEDS were premised on the Millennium Development Goals (MDGs) , with core priorities on poverty reduction, education, sanitation, environment, energy and health, with about US\$1 billion expended since 2006 (UNDP, 2009). The NEEDS was designed to among other things make reforms in the fiscal and monetary policies, infrastructure development, entrench transparency, accountability, anti-corruption crusade and promote good governance (Bambale, 2011). The NEEDS philosophy was seen as a catalyst for poverty reduction and sustainable livelihood (Ekpe, 2011). However, the success of NEEDS was put to question, as problems similar to those that affected the previous poverty fighting policies and programs manifested (UNDP, 2009). Additionally, President Yar'Adua on 29<sup>th</sup> of May, 2007 launched the seven (7) points Agenda aimed at addressing some daunting challenges in Nigeria, with poverty reduction and food security at the center (Leke, Oluwasuji, & Simon-Oke, 2011). Unfortunately, the brain behind the Seven (7) point agenda could not live to see its realization, as death called on him on the 5<sup>th</sup> of May, 2010 and his successor President Goodluck Jonathan launched the Transformation Agenda in 2011, which was judged for marginal success on education (Oladimeji, & Opeyemi, 2013).

Regardless of the series of programmes initiated by previous Nigerian governments from independence to date issues of securing livelihood and eradication of poverty in Nigeria has become a worrisome affair (Adawo, 2011). MDGs report about Nigeria's ability to meet the target of halving the number of poor in Nigeria has shown that poverty incidence is on the increase in Nigeria with 61.20% in 2010 (UNDP, 2013). The National Bureau of Statistics put poverty prevalence for 2010, using USD 1 per (poverty line) day basis, at 61.20%, which revealed that the country suffered a relapse in its efforts towards meeting the MDGs target (NBS, 2015). In a similar vein (Oxford Poverty and Human Development Initiative (OPHI), 2017) in its report on Nigeria indicated that the menace of poverty is still high with more than half of the population living in poverty and penury, for instance it has been shown by the report that Nigeria has a multidimensional poverty indicator (MPI) value of 0.303 which is very high, poverty incidence of 53.3%, poverty intensity 56.8%, with 17.5% as vulnerable which could plunge into poverty at any slight misfortune (shocks).

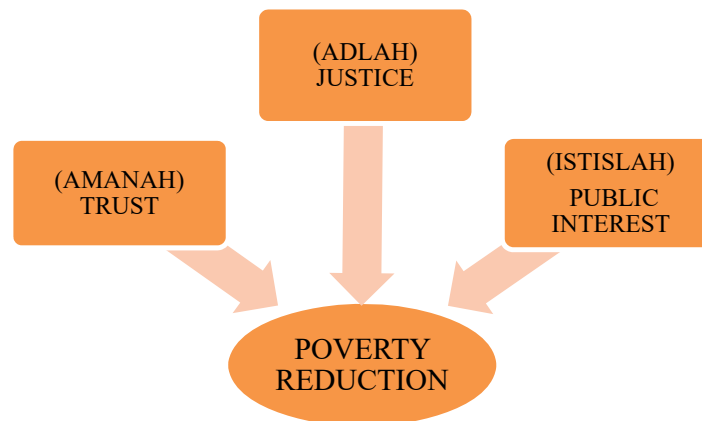
The above overview on the efforts made and being pursued by the Nigeria's government and the latest figures about the incidence of poverty has indicated that much is desired in addressing the

menace of poverty in Nigeria, particularly, a paradigm shift from the conventionally oriented poverty reduction measures to an Islamic ideals of governance and administration that aspire for public good, greatest happiness and comprehensive prosperity.

#### **Proposed Conceptual Model for Poverty Reduction in Nigeria**

The incidence of poverty in Nigeria has been attributed not to the lack of human and material resources as it has been observed that Nigeria witnessed, over the years, an economic growth of rate 6% which is good enough for poverty reduction (Ajakaiye *et al.*, 2015). Similarly, Nigeria was indicated to have a GDP of \$521.8 billion and a GDP growth rate of 5.4% which is fair enough guarantee well-being of Nigerians (World Bank, 2014). It has also been posited that Nigeria has human and natural resources, specifically, a population of 173.6 million people and also one of the largest crude oil producer and gas reserve in Africa and the world in general, thus putting Nigeria at an advantage to successfully reduce poverty and ensure well-being of the Nigeria's citizenry (World Bank, 2014). Accordingly, literature indicated that, the banes to the Nigeria's poverty reduction or alleviation drive are mismanagement, corruption and poor policy related (Anger, 2010). It has been asserted that a lot of financial resource have been expended with a view to reducing poverty in Nigeria but no tangible result has been recorded (Ogwumike, 2001). It is therefore based on the postulations above that this piece suggests a paradigm shift from mere programme approach poverty reduction effort to a more proactive Islamic paradigm base on Islamic values of Amanah (trusteeship), Adlah (justice) and Istislah (public interest) as the mechanism for effective poverty reduction in Nigeria.

Consequently, in an attempt to find an answer to the daunting challenge of poverty in Nigeria this paper suggests that Islamic ideals of administration and public management should be adhered to by the leaders, managers and those saddled with the responsibility of ensuring public good, security and overall well-being to embrace 'Tauhid Paradigm's principles of public governance that sees leadership as trust which stewardship must be accounted for before Allah (SWA) in the hereafter. These principles of Amanah, Adlah and Istislah, basically, are the forms the mechanism for social-economic and political justice in the society therefore, if those in the position of authority in Nigeria apply and adhere to the three (3) principles in governance and sharing of the national resource surely comprehensive prosperity will flourish in Nigeria, thus poverty reduction will take place. These principles should be applied, as explained below, for poverty reduction to take place in Nigeria. The figure below is the proposed model for poverty reduction.



*Figure 1 Proposed Conceptual Model for Poverty Reduction in Nigeria*

#### **Conclusion**

This paper concludes that if leaders and public managers in Nigeria in the area of policy making and implementation in the public and private realms embrace Amanah (trust), Adlah (Justice)



and Istislah (Public Interest) certainly human development and prosperity would thrive and poverty reduction would then be achieved. Therefore it suffices to say that embracing Islamic ideals of leader and management of public resources would ensure transparency, accountability, socio-economic justice and equality in Nigeria, and in the final analysis would guarantee poverty reduction in Nigeria.

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## **Skim Subsidi Dalam Usaha Membasmi Kemiskinan Petani Padi di Kawasan Pengairan Muda: Analisis Kualitatif**

**Zulkifli Abdul Rahim**

**Nor Asmat Ismail**

Pusat Pengajian Sains Kemasyarakatan,  
Universiti Sains Malaysia.

### **ABSTRAK**

Kawasan Muda merupakan salah satu kawasan jelapang padi utama di Malaysia. Kawasan ini merupakan penyumbang terbesar kepada pengeluaran beras negara. Pelbagai usaha dan pendekatan melalui perbelanjaan kerajaan (subsidi) telah dilaksanakan bagi memastikan kawasan ini terus menyumbang hasil pengeluaran beras kepada negara. Kertas kerja ini bersifat kualitatif dan bertujuan untuk melihat keberkesanan skim subsidi padi yang telah diberikan oleh kerajaan terhadap perubahan hasil pengeluaran padi dan pendapatan petani di kawasan Pengairan Muda. Antara skim subsidi yang dikaji termasuklah harga minimum terjamin, skim subsidi harga padi, skim subsidi baja padi, insentif pengeluaran padi, insentif peningkatan hasil dan insentif pengeluaran benih padi sah. Penelitian daripada kajian lepas mendapati bahawa skim subsidi padi diperlukan bagi meningkatkan pengeluaran padi dan pendapatan petani di kawasan Pengairan Muda secara khususnya dan di jelapang padi yang lain secara amnya. Bagi menjayakan matlamat ini, perbelanjaan kerajaan perlu diteruskan menerusi skim subsidi padi bagi meningkatkan pengeluaran padi sekaligus dapat meningkatkan pendapatan petani padi melalui program pembangunan dan penyelidikan yang holistik.

Kata kunci: Pengairan Muda, perbelanjaan kerajaan, skim subsidi padi

### **PENGENALAN**

Perbelanjaan kerajaan merupakan salah satu alat penting yang menyumbang kepada pertumbuhan ekonomi sesebuah negara. Perbelanjaan kerajaan merangkumi peruntukan yang disediakan oleh kerajaan bagi menjalankan pelbagai projek kerajaan dengan hasrat dapat meningkatkan pertumbuhan ekonomi negara. Secara umumnya, perbelanjaan kerajaan dapat dibahagikan kepada dua iaitu perbelanjaan mengurus dan perbelanjaan pembangunan. Perbelanjaan mengurus ialah perbelanjaan semasa atau berulang bagi membiayai pengurusan dan pentadbiran negara. Ini termasuklah perbelanjaan untuk membayar gaji (emolumen) kakitangan awam, bayaran khidmat hutang, pencen dan ganjaran, pemberian subsidi kepada pengeluar dan pengguna, dan pemberian dan serahan kepada Kerajaan Negeri dan badan-badan berkanun. Perbelanjaan pembangunan pula merupakan perbelanjaan pelaburan atau modal bagi menjalankan projek-projek pembangunan ekonomi untuk meningkatkan taraf sosioekonomi penduduk dan menggalakkan pertumbuhan ekonomi negara. Perbelanjaan ini meliputi perbelanjaan modal untuk sektor-sektor ekonomi seperti sektor perkhidmatan sosial, sektor ekonomi, sektor keselamatan dan sektor pentadbiran awam (Fauzi Hussin, 2009).

Perbelanjaan kerajaan melalui subsidi khususnya adalah diperlukan dan sangat penting bagi memperbaiki kebajikan masyarakat secara keseluruhannya. Dalam pembangunan sektor pertanian, peruntukan atau perbelanjaan kerajaan kepada sektor pertanian lebih tertumpu kepada pembangunan fizikal infrastruktur seperti jalan, sistem pengairan dan tali air, subsidi input pengeluaran (seperti baja, racun dan benih) bagi tujuan peningkatan hasil padi. Di samping

itu juga, program mekanisma turut diberi penekanan melalui pembangunan mesin, traktor dan mekanisma yang lain bagi memodenkan lagi pengeluaran tanaman ini. Dalam sektor pertanian padi khususnya, program penyelidikan dan pembangunan (R&D) turut diberi perhatian oleh kerajaan bagi mengeluarkan benih yang lebih bermutu, dan meningkatkan rangkaian pemasaran. Melalui program penyelidikan ini, peningkatan pengeluaran padi dapat dicapai meskipun keluasan tanaman berkurangan (Amin Mahir Abdullah, 2009).

Secara amnya pendapatan petani padi (di samping pendapatan dari sumber-sumber yang lain) adalah ditentukan oleh tiga faktor. Faktor-faktor tersebut ialah jumlah pengeluaran, kos pengeluaran dan harga padi. Oleh kerana harga padi adalah tetap (ditentukan oleh kerajaan) maka penentuan pendapatan adalah ditentukan oleh jumlah pengeluaran dan kos pengeluaran. Memandangkan kepada kadar kemiskinan yang tinggi di sektor padi maka pihak kerajaan telah memperuntukkan beberapa kemudahan bagi sektor ini. Antarannya termasuklah kemudahan infrastruktur, pengairan, skim pinjaman dan dua skim subsidi yang diperkenalkan secara besar besaran selepas tahun 80-an. Dua skim subsidi yang dimaksudkan ialah skim subsidi baja dan skim subsidi harga. Antara tujuan skim subsidi baja diberikan adalah untuk mengurangkan kos pengeluaran yang ditanggung oleh petani di samping menambahkan jumlah pengeluaran padi. Manakala skim subsidi harga padi pula bertujuan untuk meningkatkan lagi harga padi di pasaran dengan harapan pendapatan para petani padi akan bertambah dan seterusnya dapat meningkatkan tabungan (Mohd Anuar Md. Amin, 1989).

Semenjak skim subsidi baja dilaksanakan secara besar besaran pada tahun 1979, pihak kerajaan telah memperuntukkan beratus juta ringgit bagi tujuan tersebut. Pada permulaannya iaitu tahun 1979, sebanyak RM51 juta ringgit telah diperuntukkan bagi skim subsidi baja. Pada tahun 1995, sejumlah RM61.5 juta telah dibelanjakan bagi program ini dan telah meningkat kepada RM116.4 juta pada tahun 2000 dan terus meningkat kepada RM267.3 juta pada tahun 2005. Perbelanjaan ini terus berlaku peningkatan di mana sebanyak RM399.2 juta telah dibelanjakan bagi program ini pada tahun 2010 dan berlaku sedikit pengurangan pada tahun 2013 menjadi RM340.8 juta (Amin Mahir Abdullah, Fatimah Mohamed Arshad dan Alias Radam, 2009).

Di samping itu, peruntukan yang besar juga telah dibelanjakan untuk melaksanakan skim subsidi harga. Pada tahun 1980 skim subsidi harga ini dimulakan, kerajaan telah membelanjakan sebanyak RM88.07 juta. Angka ini telah meningkat dari tahun ke tahun iaitu sebanyak RM200.93 juta (1985), RM332.34 juta (1990), RM387.37 juta (1995), RM428.52 juta (2000) dan RM439.84 juta pada tahun 2005. Dari segi agihan SSHP mengikut negeri pula, hampir separuh perbelanjaan atau subsidi telah dibelanjakan kepada negeri Kedah dan Perlis (kawasan pengairan Muda), iaitu menerima 50% dan ke atas skim subsidi harga padi antara tahun 1980 hingga 2015 (Amin Mahir Abdullah, Fatimah Mohamed Arshad dan Alias Radam, 2009).

Skim subsidi baja dan subsidi harga padi pada dasarnya bertujuan untuk meningkatkan taraf hidup petani padi melalui pengurangan kos pengeluaran dan jaminan harga. Di samping itu, skim ini juga bertujuan untuk menggalakkan petani menambah pengeluaran bagi meningkatkan pendapatan petani padi disamping mencapai tahap sara diri yang telah disasarkan. Secara tidak langsung penambahan pengeluaran dapat mengganti import beras yang semakin meningkat di samping memenuhi matlamat Dasar Keselamatan Makanan Negara. Bermula pada 1980 hingga Jun 2009, kerajaan telah membelanjakan sebanyak RM9.7 bilion ke atas Skim Subsidi Harga Padi (SSHP) dan antara tahun 1990 hingga 2008, sebanyak 2.4 bilion telah dibelanjakan ke atas Skim Subsidi Baja Padi Kerajaan Persekutuan (SSBPKP) (Amin Mahir

Abdullah, 2009).

Walaupun hampir RM12 bilion telah diperuntukkan untuk menyediakan subsidi padi, tetapi jumlah pengeluaran padi negara hanya berkisar sekitar 2.2 hingga 2.3 juta tan metrik semenjak lima tahun yang lalu (tahun 2004 hingga 2008). Purata produktiviti pengeluaran padi juga tepu pada 3.4 hingga 3.6 tan metrik per hektar (Amin Mahir Abdullah, 2009). Pengairan Muda merupakan kawasan yang menerima peruntukan subsidi yang paling banyak iaitu hampir 50 peratus daripada keseluruhan subsidi yang diagihkan setiap tahun kerana kawasan ini merupakan jelapang padi terbesar negara. Walaubagaimanapun, pencapaian purata hasil padi di Kawasan Muda adalah masih rendah berbanding dengan kawasan penanaman padi utama yang lain di Malaysia (MADA, 2016). Memandangkan sejumlah wang yang sebegitu besar telah diperuntukkan dan dilaburkan setiap tahun kepada sektor pertanian padi melalui skim subsidi padi dalam usaha membasmi kemiskinan serta mengurangkan kos pengeluaran bagi sektor ini sepatutnya diberi perhatian yang serius. Ianya bukan sahaja membebankan pihak kerajaan dari segi kewangan, malah memastikan agar pelaburan yang begitu besar ini benar-benar memberi manfaat kepada golongan petani padi khususnya serta memberi pulangan kepada kerajaan.

## **PERTANIAN PADI DI KAWASAN MUDA DAN ISU KEMISKINAN**

MADA telah ditubuhkan di bawah Akta Parlimen pada 30 Jun 1970. Matlamat utama pembentukan MADA ialah berasaskan kepada aspek kemanusiaan dan komoditi iaitu meningkatkan kesejahteraan hidup sebilangan besar penduduk desa dan melebihi hasil untuk keperluan negara. Pada peringkat awal penubuhan MADA, aktiviti tanaman padi di Kawasan Muda telah dilaksanakan secara tanaman padi dua kali setahun. Pada ketika itu, tanaman padi telah dilaksanakan secara intensif buruh, iaitu tenaga kerja manusia digunakan secara optimum dalam setiap aktiviti penanaman padi. Secara amnya, Kawasan Muda merangkumi dua buah negeri, iaitu negeri Kedah dan Perlis. Jumlah keseluruhan Kawasan Muda bagi dua buah negeri tersebut adalah seluas 126,155 hektar. Keluasan bagi negeri Kedah adalah seluas 105,851 hektar dan baki 20,304 hektar termasuk dalam negeri Perlis. Bagi aktiviti penanaman padi, keluasan tanaman padi di kawasan MADA adalah 96,558 hektar yang mana seluas 77,882 hektar atau 81 peratus terletak dalam di dalam negeri Kedah, manakala seluas 18,676 atau 19 peratus terletak di dalam negeri Perlis.

Terdapat dua konsep kemiskinan iaitu kemiskinan mutlak dan kemiskinan relatif. Kemiskinan mutlak ditakrifkan sebagai satu keadaan apabila pendapatan kasar bulanan tidak mencukupi untuk membeli keperluan minimum sesebuah isi rumah yang diukur berdasarkan tahap perbelanjaan minimum atau Pendapatan Garis Kemiskinan (PGK). Kemiskinan relatif pula ditakrifkan sebagai ketidaksamarataan pendapatan antara kumpulan yang diukur dengan menggunakan nisbah perbezaan pendapatan antara kumpulan pendapatan, antara kumpulan etnik dengan antara masyarakat bandar dengan luar bandar (Siti Hadijah Che Mat, 2015). Kadar kemiskinan dan pendapatan setahun di kawasan Muda adalah seperti dalam Jadual 1:

Jadual 1: Prestasi Pendapatan Setahun dan Kadar Kemiskinan

Tahun	Kadar Kemiskinan (%)	Pendapatan (RM)
70an	72	1,092
80an	35	3,561
90an	18	9,220
2000	4	16,204
2016	<1	30,319

Sumber: MADA (2017)

## KAJIAN LETERATUR

Dalam pembangunan sektor pertanian, Secara umumnya intervensi kerajaan dalam konteks pengeluaran makanan dapat diterjemahkan dalam dua komponen utama iaitu pembangunan institusi dan polisi harga. Perbelanjaan awam kerajaan dalam sektor pertanian lebih tertumpu kepada pembangunan fizikal infrastruktur seperti jalan, sistem pengairan dan tali air, subsidi input (seperti baja, racun dan benih) bagi tujuan peningkatan hasil padi. Di samping itu juga, program mekanisasi turut diberi penekanan melalui penggunaan mesin, traktor dan mekanisasi yang lain bagi memodenkan lagi pengeluaran tanaman ini. Program penyelidikan dan pembangunan turut diberi perhatian oleh kerajaan bagi meningkatkan benih yang bermutu tinggi, mempertingkat rangkaian pemasaran dan aktiviti pengembangan. Melalui program penyelidikan ini, pencapaian kadar sara diri dapat dicapai meskipun keluasan tanaman berkurangan (Ahmad Zubir Ibrahim et al, 2012).

Banyak kajian menjelaskan bahawa intervensi kerajaan seperti melalui penetapan harga, subsidi, penggunaan baja dan penggunaan teknologi memberi kesan positif ke atas pengeluaran padi atau bahan makanan. Shafique et al. (2007) menjelaskan wujud hubungan yang positif dan signifikan di antara harga gandum dan keluasan tanaman di Punjab. Kenaikan harga gandum sebanyak satu peratus akan meningkatkan 0.125 peratus kawasan tanaman. Dalam menentukan hubungan ini beliau dan rakan-rakan menggunakan kaedah *Ordinary Least Square* (OLS) dan *Error Correction Model* (ECM). Situasi ini menjelaskan bahawa kenaikan harga tanaman ini di pasaran secara tidak langsung akan menyuntik semangat dan motivasi kepada para petani untuk berusaha meningkatkan hasil pengeluaran. Hasil kajian juga mendapati keanjalan penawaran gandum tidak anjal bagi jangka masa pendek dan jangka masa panjang. Keanjalan harga sendiri jangka panjang masing-masing 0.53, 0.46, dan 0.49 bagi beras, kapas dan zon campuran.

Sementara itu, Vijayakumar et al. (2008) menggunakan data siri masa dalam persamaan linear ke atas pengeluaran jagung di Karnataka bagi tempoh 1985/86 hingga 2004/2005 mendapati terdapat hubungan yang signifikan di antara hasil pengeluaran jagung di Karnataka dengan harga komoditi. Peningkatan satu peratus harga komoditi berkenaan akan meningkatkan hasil pengeluaran jagung sebanyak 1.3 peratus. Pada masa yang sama pengeluaran jagung di kawasan ini turut mempunyai hubungan positif dengan penggunaan baja ke atas tanaman tersebut. Subaitha dan Athauda (2010) dalam kajian mengenai impak subsidi terhadap penggunaan baja dalam penanaman padi di Sri Lanka mendapati bahawa kos baja mempunyai kesan yang positif dan signifikan terhadap penggunaan baja. Di samping itu, jumlah penggunaan baja yang rendah terhadap tanah yang subur memberikan hasil pengeluaran yang tinggi.

Dengan menggunakan model jangkaan Nerlovian, Mohamad & Khair (2008) mendapati terdapat hubungan negatif di antara harga komoditi kapas dan gandum pada tahun sebelumnya dengan keluasan dan pengeluaran tanaman kapas dan gandum di North West Frontier Province (NWFP) Pakistan bagi tempoh 1981/1982 hingga 2006/2007 dan 1991/1992 hingga 2007/2008. Anggaran teknik OLS mendapati hubungan yang positif dan signifikan antara pengeluaran gandum dan jumlah taburan hujan. Dalam empat persamaan tunggal Model Jangkaan Nerlovian, keanjalan jangka pendek dan jangka panjang pengeluaran gandum dan harga pasaran adalah 0.0139 dan 0.0274 serta taburan hujan adalah 0.1296 dan 0.2557 masing-masing. Penentuan harga pasaran semata-mata tidak mencukupi, faktor hujan dan pengairan yang mencukupi dan tepat pada masanya telah dibuktikan sebagai input penting dalam mencapai pengeluaran gandum dan kapas dan sasaran keluasan di NWFP.

Molua (2010) turut menjelaskan bahawa perbelanjaan kerajaan dalam pengeluaran padi di Cameron menunjukkan hubungan positif dengan pengeluaran padi di negara berkenaan. Nilai keanjalan dianggarkan sebanyak 0.135, di mana peningkatan satu peratus dalam peruntukan kerajaan dalam komoditi padi akan meningkatkan pengeluaran padi sebanyak 0.135 peratus pada model keempat dan 0.115 pada model kelima. Anggaran menyimpulkan bahawa sektor beras bertindak balas kepada peningkatan harga kepada darjah tertentu dengan dilengkapi oleh sistem pengairan dan cuaca yang baik. Kajian beliau telah menyimpulkan bahawa sambutan bekalan pengeluar boleh dipertingkatkan dengan dasar yang tetumpu kepada menggalakkan teknologi pengairan, pembangunan infrastruktur penyokong pasaran, pakej insentif input dan pengurangan risiko pengeluaran.

Kajian yang dilakukan oleh Tey et al. (2010) ke atas pengeluaran padi di Malaysia dalam jangka masa 1961 hingga 2007 mendapati terdapat hubungan yang signifikan dan positif di antara peruntukan kerajaan dengan pengeluaran padi negara dalam tempoh berkenaan. Melalui Model Jangkaan Nerlovion (*Nerlovion Expected Model*) yang digunakan, didapati peningkatan satu peratus dalam peruntukan kerajaan dianggarkan akan meningkatkan hasil pengeluaran sebanyak 0.289 peratus dalam jangka masa pendek. Bagi tempoh jangka masa panjang dijangkakan hasil pengeluaran akan meningkat sebanyak 0.605 peratus dengan peningkatan satu peratus dalam peruntukan kerajaan.

Kajian oleh (Ismail Sulong, 1984) melihat kepada perbandingan keberkesanan program harga sokongan dan program subsidi baja untuk sara diri dalam pengeluaran beras di Semenanjung Malaysia. Dengan menggunakan model yang telah diubahsuai daripada kajian oleh Barker dan Hayami di Filipina, data sekunder dan maklumat kajian lepas telah digunakan bagi menentukan kos dan faedah bagi kedua dasar program di dalam kajiannya. Hasil kajian mendapati bahawa skim sokongan harga lebih berkesan dan efektif serta telah meningkatkan pendapatan petani padi berbanding dengan skim subsidi baja. Dalam memastikan petani untuk meningkatkan output atau pengeluaran padi kepada tahap sara diri, harga padi mesti ditingkatkan sebanyak 43 peratus daripada harga minimum terjamin sebelumnya.

Mohd. Anuar Md. Amin (1989) mengkaji kesan skim subsidi padi terhadap pengeluaran, kos, pendapatan dan pengagihannya terhadap petani padi menjelaskan bahawa walaupun skim subsidi baja dan skim subsidi harga padi masing-masing berjaya untuk menambahkan pengeluaran padi dan pendapatan petani tetapi pengagihannya adalah tidak saksama. Disamping itu juga, pemberian subsidi baja tidak dapat mengurangkan jumlah kos pengeluaran secara total disebabkan oleh kenaikan kos input-input pengeluaran yang lain. Hasil kajian juga memperlihatkan pelaksanaan skim subsidi harga padi berupaya meningkatkan pendapatan golongan petani daripada RM1,231.66 kepada RM1,660.75 iaitu pertambahan sebanyak 429.09 atau kira-kira 35% sehektar semusim. Dapatan kajian diatas jelas memperlihatkan kepentingan bantuan subsidi baja dan skim subsidi harga padi secara tidak langsung telah memberi kesan positif dari segi penambahan pengeluaran (mengurangkan kos pengeluaran) dan seterusnya meningkatkan pendapatan petani padi. Skim subsidi harga telah meningkatkan pendapatan petani daripada RM1231.66 kepada RM1660.75 iaitu pertambahan sebanyak RM429.09 atau kira-kira 35% sehektar/semusim.

Kajian Amir Mahir Abdullah, 2009 mendapati penggunaan baja subsidi memberi impak yang positif kepada jumlah pengeluaran padi di Malaysia. Namun, baja subsidi tidak secara signifikan mempengaruhi jumlah pengeluaran padi. Keputusan kajian menunjukkan peningkatan 1 peratus bagi baja subsidi akan meningkatkan jumlah pengeluaran padi hanya 0.032 peratus

sahaja. Keputusan ini sememangnya telah dijangka kerana baja yang telah diberikan oleh kerajaan kepada para petani atau pesawah hanyalah sebahagian daripada jumlah baja yang diperlukan untuk pengeluaran padi. Sememangnya keperluan baja tambahan bagi memaksimumkan hasil padi seharusnya dibeli oleh petani itu sendiri. Namun begitu, beliau mendapati kebanyakan atau majoriti petani tidak membeli baja tambahan yang diperlukan tersebut.

Kajian lepas lain yang telah menunjukkan kepentingan skim subsidi harga padi dalam mempertingkatkan kualiti kehidupan petani termasuklah kajian yang telah dijalankan oleh Fatimah Mohd. Arshad dan Mohd. Ghazali Mohayidin (1990). Mereka mendapati bahawa pelaksanaan skim subsidi harga padi memberi kesan yang besar terhadap pendapatan petani sebanyak 71.5% berbanding skim baja padi sebanyak 38.6%. Kajian oleh Radin Firdaus Radin Badaruddin (2014) mendapati bahawa sekiranya kerajaan memutuskan untuk menarik balik semua bantuan Skim Subsidi Harga Padi (SSHP), kadar kemiskinan tegar akan meningkat sebanyak 2.22% dan kadar kemiskinan sebanyak 9.33% dalam kalangan petani di kawasan Muda. Dapatan kajian memperjelaskan bahawa pentingnya SSHP yang diberikan oleh kerajaan dalam meningkatkan taraf hidup petani padi.

Intervensi kerajaan seperti harga minimum terjamin, subsidi, dan subsidi harga bertujuan untuk melindungi pesawah/petani daripada ketidakstabilan harga dunia, mengurangkan kos pengeluaran dan meningkatkan pendapatan pesawah. Kajian yang telah dilakukan oleh Amin Mahir Abdullah et al. (2010) turut mendapati campur tangan tersebut telah membantu petani dan mengekalkan petani untuk terus mengusahakan padi dan telah membolehkan industri pengeluaran padi untuk terus bertahan serta berdaya saing. Secara tidak langsung pernyataan ini menjelaskan bahawa industri padi negara telah dilindungi daripada ketidakstabilan pasaran dunia melalui perlindungan yang mendalam terutama kawalan harga dan pemberian subsidi harga dan baja.

Menurut Radin Firdaus Radin Badaruddin (2014), bagi kajian kes di MADA, Skim Subsidi Harga Padi (SSHP) didapati menyumbang sebanyak 10.05% (RM221.71) daripada keseluruhan purata pendapatan petani di kawasan berkenaan iaitu sebanyak RM2,162.71 sebulan. Daripada sumber pendapatan petani padi di kawasan ini, pendapatan bukan pertanian (gaji, upah, berniaga dan sebagainya) turut menyumbang 12.47% (RM269.62) kepada keseluruhan pendapatan. Walaupun perubahan iklim tidak memberi impak ketara ke atas pengeluaran padi di kawasan Muda pada ketika ini, namun intervensi kerajaan melalui SSHP masih lagi diperlukan.

## **ANALISIS KUALITATIF KESAN SUBSIDI KAWASAN MUDA**

Perbelanjaan kerajaan atau campur tangan kerajaan seperti harga minimum terjamin, subsidi dan subsidi harga bertujuan untuk melindungi pesawah daripada ketidakstabilan harga dunia, mengurangkan kos pengeluaran dan meningkatkan pendapatan pesawah. Kajian yang telah dilakukan oleh Amin Mahir Abdullah et al. (2010) turut mendapati campur tangan tersebut telah membantu sawah dan mengekalkan pesawah untuk terus menguruskan sawah dan telah membolehkan industri pengeluaran padi untuk terus bertahan serta berdaya saing. Secara tidak langsung pernyataan ini menjelaskan bahawa industri padi negara telah dilindungi daripada ketidakstabilan pasaran dunia melalui perlindungan yang mendalam terutama kawalan harga dan pemberian subsidi harga dan baja. Dalam konteks pengagihan subsidi harga dan baja,



majoriti golongan petani padi menikmati SSHP terdiri daripada petani di lapan kawasan jelapang padi di Semenanjung Malaysia. MADA yang terletak di utara Semenanjung Malaysia merupakan kawasan jelapang terbesar dengan keluasan tanaman 193,104 hektar dan bilangan petani seramai 55,130 orang serta menyumbang kira-kira 52% daripada jumlah pengeluaran kawasan jelapang (Lembaga Kemajuan Muda, 2010: Jabatan Pertanian Semenanjung, 2010).

Sokongan harga dan subsidi dalam sektor padi merupakan antara elemen dan ciri penting dalam pembangunan sektor padi negara. Selain daripada itu, subsidi turut berperanan sebagai sumber pendapatan kepada petani. Oleh yang demikian, wujud kebergantungan tinggi petani terhadap subsidi, dan sekiranya kerajaan menarik balik sokongan ini maka ia boleh menggugat penerusan aktiviti ini di masa depan dan penghidupan mereka. Daripada kajian survei yang dilakukan ke atas 362 orang petani, seramai 216 (59.7 peratus) menyatakan bahawa mereka akan tetap meneruskan aktiviti penanaman padi walaupun subsidi ditarik balik oleh kerajaan. Sementara itu, seramai 146 responden (40.3 peratus) menyatakan mereka tidak akan meneruskan aktiviti tanaman padi seandainya kerajaan menarik balik subsidi yang diberikan. Hasil daripada kajian tersebut menunjukkan keputusan yang agak mengejutkan kerana pendapatan petani padi banyak disokong oleh subsidi. Sebagai contoh, setiap satu tan padi yang dikeluarkan petani memperolehi subsidi sebanyak RM248.10 dan bermula pada tahun 2016, subsidi harga telah dinaikkan kepada RM300 bagi setiap tan metrik (Rospidah Ghazali dan Pazim Othman, 2011).

Sebagai salah satu kawasan jelapang padi utama dan penyumbang terbesar pengeluaran padi di dalam negara, kerajaan sama ada melalui bajet tahunan atau Rancangan Malaysia telah memperuntukkan sejumlah peruntukan yang besar kepada MADA bagi menjalankan program pembangunan untuk tujuan peningkatan hasil tanaman ini. Melalui peruntukan yang disalurkan secara tidak langsung pembangunan dan keperluan infrastruktur tanaman ini dapat ditingkatkan. Hasil kajian yang dilakukan mendapati bahawa dalam tempoh 30 tahun peruntukan pembangunan kerajaan kepada MADA bagi tujuan pembangunan dan pengeluaran tanaman ini mempunyai hubungan yang positif dan signifikan pada aras  $p < 0.01$  ke atas pengeluaran padi di kawasan ini. Penemuan kajian ini menjelaskan bahawa dalam konteks meningkatkan hasil pengeluaran, intervensi kerajaan sama ada secara langsung atau tidak langsung masih lagi diperlukan. Ini bermakna kerajaan perlu memperuntukkan sejumlah peruntukan yang besar lagi bagi memastikan keselamatan makanan negara ini terjamin. Daripada nilai keanjalan sebanyak satu peratus ke atas tanaman ini di kawasan ini akan meningkatkan hasil pengeluaran sebanyak 0.06 peratus dengan andaian semua faktor tidak berubah (Ahmad Zubir Ibrahim, 2012).

Penubuhan kawasan pengairan Muda bukan semata-mata untuk memastikan bekalan makanan negara terjamin malah ia turut mengubah dan sekali gus meningkatkan taraf hidup para petani padi. Pembangunan kawasan pengairan Muda telah menunjukkan impak yang besar khususnya dalam konteks membasmi kemiskinan dalam kalangan petani padi. Impak ini dapat dilihat melalui peningkatan hasil pendapatan para petani setiap tahun. Peningkatan pendapatan ini secara langsung turut menterjemahkan penurunan kadar kemiskinan dalam kalangan petani padi di kawasan ini. Kejayaan program pembangunan kawasan pengairan ini telah menunjukkan usaha dan hasrat kerajaan telah tercapai.

Walaupun mengambil masa lebih 30 tahun untuk mengurangkan kadar kemiskinan dalam kalangan petani, hakikatnya usaha kerajaan pada awal tahun 1970 an dalam membangunkan kawasan ini membuktikan satu pelaburan jangka masa panjang kerajaan telah menampakkan hasil kejayaan. Kadar kemiskinan turut menunjukkan kadar penurunan yang

drastik tahun demi tahun. Penurunan kadar kemiskinan dalam kalangan petani padi di kawasan ini agak ketara pada tahun 2000. Lebih membanggakan lagi, kemiskinan tegar telah berjaya dikurangkan dan dihapuskan pada tahun 2009.

## KESIMPULAN

Kesimpulannya, secara amnya tujuan kertas kerja ini adalah untuk menganalisa keberkesanan impak skim subsidi padi yang telah diberikan oleh kerajaan ke atas pengeluaran sektor pertanian padi serta kesejahteraan kehidupan para petani. Kertas kerja ini adalah bersifat kualitatif dan analisa dibuat berdasarkan kepada kajian-kajian lepas. Kajian ini penting bagi memastikan pelaburan kerajaan yang amat besar jumlahnya berbentuk subsidi kepada petani padi benar-benar memberi kesan positif kepada kedua belah pihak sama ada pihak petani mahupun pihak kerajaan serta bekalan beras negara. Hal ini penting bagi memastikan pengeluaran padi yang bermutu tinggi dalam memastikan keselamatan makanan negara terjamin di samping menjaga kebajikan para petani padi di Malaysia amnya. Pelbagai pendekatan yang telah dilakukan oleh kerajaan dalam usaha memastikan pengeluaran padi mencapai sasaran dengan menyediakan subsidi atau insentif pertanian bagi mengurangkan kos pengeluaran yang perlu ditanggung oleh petani sekaligus dapat membolehkan petani meloloskan diri mereka daripada kelompok kemiskinan. Pendekatan yang diambil oleh kerajaan ini merupakan serampang dua mata iaitu bertujuan untuk meningkatkan pengeluaran padi di kawasan Muda dan jelang padi yang lain, pada masa yang sama berupaya meningkatkan taraf hidup golongan petani padi.

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# Poverty: A Socio-economic Disease and Causative Agent of Numerous Socio-economic Diseases

**Sikiru Jimoh Babalola & Saidatulakmal Mohd**

School of Social Sciences, Universiti Sains Malaysia

Email of corresponding author: sjbabalola@yahoo.com

The overall objective of this paper is to point out that poverty is a disease as well as a host to many social economic diseases. A navigation through the literature reveals that despite reported mixed findings of the effect of poverty on some socio-economic problems, it is still one of the leading causes of such problems. Thus, the need to channel a lot of resources and efforts towards combating it becomes compelling for two broad reasons. First, tackling poverty properly will indirectly reduce many vices confronting both developing and developed countries. Such problems include, but not limited to terrorism, robbery, corruption, social unrest, among others. Second, it is economically rational to commit adequate resources to tackle poverty now with a view to indirectly conserving resources for future development projects.

**Keywords:** Poverty; Unemployment; Terrorism; Robbery; Corruption;

## 1. Introduction

Poverty is a socio-economic disease, which social researchers have long considered to be one of the greatest problems impeding development in the developing countries, but not fully comprehended by the outsiders of social sciences as a contagious socio-economic ailment. The potency of poverty to ignite other socio-economic problems can be attributed to its multidimensional nature, which has received agreement in the literature (Alkire and Foster, 2011; Alkire and Santos, 2013, 2014; Bourguignon & Chakravarty, 2003; McIlwaine and Moser, 2003; World Bank, 2005). For example, World Bank (2005, p. 1) expansively enunciates poverty as "Poverty is hunger. Poverty is lack of shelter. Poverty is being sick and not being able to see a doctor. Poverty is not having access to school and not knowing how to read. Poverty is not having a job, is fear for the future, living one day at a time. Poverty is losing a child to illness brought about by unclean water. Poverty is powerlessness, lack of representation and freedom". Thus, the motivation for the present study stems from the fact that while existing studies have separately linked many socio-economic problems to poverty, it is worthwhile to bring some of them together with a view to drawing better inference.

The rest of the paper, after this introduction, is arranged as follows, section 2 reviews the related literature linking the cause of some selected socio-economic issues to poverty, and section 3 contains conclusion and policy implications.

## 2. Literature Review

Generally, a rise in poverty can cause damaging effects on a set of multi-faceted issues, like economic, social and institutional issues (Popa, 2012; Alonso and Garcimartin, 2013; Hao, Chen and Zhang, 2016). In what follows, we take a voyage through the literature to establish the connection between poverty and some selected socio-economic problems.

### *Link between Poverty and Unemployment*

Poverty and unemployment are linked in one way or the other. While studies (e.g., Ukpere and Slabbert, 2009; Ucha, 2010) have established that unemployment drives up the rate of poverty, it is rare to see empirical studies that focus on unemployment causing effect of poverty. However, it is plausible to argue that the poor are at disadvantage to have start-up capital for business even at a small-scale level. Thus, from this point of view, self-employment may be difficult for the poor. Besides, the poor are also poorly educated which puts them at a disadvantage situation in wage employment that requires high level of education. Besides, the relative theory of deprivation also claims that the poor appear to be largely lazy or inactive (Gurr, 1970).

### ***Link between Poverty and Terrorism***

Terrorism is a deliberate, endangered or actual use of force or violence to attain personal, social, economic and political benefits via horror, coercion, or intimidation (Sandler, Tschirhart, and Cauley, 1983; Enders and Sandler, 2006). From the theoretical perspective (precisely, theory of the relative deprivation as developed by Gurr in 1970, acknowledges that absolute poverty may give room for apathy or inactivity). The theory further explains that the feeling by the poor that they deserve better than they are getting from the government or society can lead to violence. In recent time, terrorism appears to be the leading national security risk for numerous countries around the world because of massive casualties and hardship that usually accompany it (Ezcurra and Palacios, 2016). Providing empirical evidence for the determinants of terrorism, Caruso and Schneider (2011) find that an individual's involvement in terrorism decreases with his or her access to higher economic opportunities. A corroborating evidence is reported in the works of Fearon and Laitin (2003), Nasir, Ali, and Rehman (2011), Freytag, Krüger, Meierrieks and Schneider (2011), and Ezcurra and Palacios (2016). However, some empirical studies (e.g., Abadie, 2004; Lisanti 2010) have provided contrary evidence.

### ***Link between Poverty and Robbery***

The causes of crime, like robbery, are numerous. Besides, the causal factors of crime are at variance from one country to another (Khan, Ahmed, Nawaz and Zaman, 2015). However, since robbery can be linked to desire for money or wealth (D'Alenssio and Stolzenberg, 1990), it is plausible to link it to income poverty. Putting it into perspective, robbery is one of the direct consequences of economic failure or deprivation (D'Alenssio and Stolzenberg, 1990; Hsieh and Pugh, 1993; Holzman, 1979) in the society. This assertion has a corroboration in the work of McIlwaine and Moser (2003) on Colombia and Guatemala. In another related study on Pakistan, Khan et al (2015) provide further empirical support for robbery causing effect of poverty.

### ***Link between Poverty and Corruption***

Corruption is the abuse of public power by an individual or a group of individuals for personal monetary benefit (Ünver and Koyuncu, 2016). Looking at corruption from a broad perspective, it includes, but not limited to bribery, stealing, and partiality (Drury, Kriekhaus and Luszti, 2006). Corruption can be said to have no limit, but Goolsarran (2006) posits that corruption is more noticeable in areas where capital project requiring large amount of money for their execution. The causes of corruption are numerous and range from individual to institutional factors. Despite this, poverty remains a very important factor that can cause or trigger the level of corruption in a country. It is therefore, common to see high prevalence of poverty among the poorest countries of the world (Goolsarran, 2006). Available empirical studies have reported mixed findings on poverty as a causal factor of corruption. For example, studies such as Ünver and Koyuncu (2016), have reported positive impact of poverty on corruption. Besides this direction of connection between poverty and corruption, another set of studies have focused on the impact of corruption on poverty. For example, Cain (2007), Gupta, Davoodi and Alonso-Terme (2002), Yusuf, Malarvizhi, Mazumder and Su (2014) among others have provided evidence in support of worsening effect of corruption on poverty.

## **3. Concluding Remarks**

The central objective of this paper is to point out that poverty is a disease as well as a contributor to many social economic diseases. While we acknowledge mixed findings of the effect of poverty on some of the selected issues for review, it is deducible that reducing poverty will go a long way in the fight against several social and economic problems bedeviling many poor countries. Thus, the need to channel a lot of resources and efforts towards combating it becomes imperative for two broad reasons. First, tackling poverty properly will indirectly reduce many vices confronting both developing and developed countries. Such problems include, but not limited to terrorism,

robbery, corruption, social unrest, among others. Second, it is economically rational to commit adequate resources to tackle poverty now with a view to indirectly conserving resources for the future for other development projects. A result oriented policy that will tackle some of the socio-economic problems alongside poverty should be given priority. The present global efforts to eradicate poverty is commendable, but more resources should be committed to secure the future; not only for the developing countries as well as the developed ones.

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# **A Conceptual Paper on Cross-Border Vertical Integration of Thailand Firms in Southeast Asia Countries: Financial Perspectives**

**Jatuporn Hokta & Chu Ei Yet**

Graduate School of Business, University Sains Malaysia, Penang, Malaysia

Email of corresponding author: jatuporn258@gmail.com

A considerable number of established and successful Thailand firms have increased their investments in domestic and regional markets. Their international expansions could be due to positive drivers such as financial strength. But the financial factors which contribute to their markets expansions have not been thoroughly explored. Thus, this study examines the effects of financial perspectives on cross-border vertical integration of Thailand firms in Southeast Asia countries, and applies the theory of coinsurance effects. Internationalization helps to reduce cost of capital and increases the availability of getting additional financing. The variables used in measuring finance perspectives include profitability, liquidity, firms' leverage and foreign exchange rate. Moreover, the study seeks to investigate the impact of vertical integration on the performance of Thailand firms in ASEAN countries. In achieving these objectives, the study also accounts for firm size, firm age, cultural distance, geographic distance and Gross Domestic Products. The study plans to employ regression analysis on panel data for 2012-2016 period using secondary data from 48 Thailand firms with vertical integration and 50 firms with non-vertical integration. The study also assesses the effectiveness of vertical integration in South East Asian countries by comparing their impacts on short-term and long-term. This study has fundamental implications because it emphasizes the financial factors which affect higher value-added and effective firms' performance as firms expand through cross-border business. The finding would be useful to stakeholders in decision-making within the context of cross-border vertical integration. From the findings, the study makes some recommendations.

**Keywords:** Cross Border Vertical Integration, Financial Perspectives, Thailand Firms, Southeast Asia

## **1. Introduction**

Over decades, markets have brilliantly grown into more integrated leading the globalization to be an important strategic concern for companies. Consequently, the international investments have significantly raised through international acquisition in the other countries. Some of the Southeast Asian countries have become preferred destination states by foreign corporations as host economies. This trend is positively influenced by the economic reforms, which the Southeast Asian countries (hereafter called SEA) have focused on improvements in their investments' environment. Outward investment tends to increase to countries at lower investment development path stages to overcome cost disadvantages in labour-intensive industries and to seek markets or strategic assets (Sim, 2006). Thailand is an emerging market, which goes outbound at a quick pace in recent years even being a latecomer in the worldwide expansion (Subhanij and Annonjarn, 2016). Thailand's outward foreign direct investment is flourishing as large and small accelerate international expansion in line with the government's commitment to supporting such investment and helping companies' secure cheaper raw materials. (Bangkok Post, 2016). Through the heavy promotion of ASEAN Economic Community (AEC), a majority of Thailand companies aim to gain the benefits from the regional economic forming as well as the firms in other countries members, especially through cross-border investment. This integration has the potential to bring multiple economic benefits through trade creation, the facilitation of exports to the rest of the world, more efficient markets and the opportunities to build stronger economic institutions. The main challenges are zero tariffs, to improve cross-border infrastructure, limit the use of tariff barriers with other countries, extend liberalized market access



to service sectors and strengthen institutions at the level of regional governance. With the development of transition countries, the most widespread of the organization form is vertical integration, which occurs when a firm consists of enterprises of the same supply chain (Markchak, 2003). Consequently, it remains unclear for Thailand context. However, there is a limited study on firms' vertical integration in the perspectives of Financial and governance. Hence, considering all relevant factors will help firms avoid failures in operating their business internationally. The study mainly aims to explore the contributing factors that lead to Thailand firms expanding their investments in Southeast Asia. Specifically, the study attempts to achieve the following objectives (1) to determine the financial factors on cross-border vertical integration of Thailand firms in ASEAN countries; (2) to assess whether country-specific factors- exchange rate, cultural distance, geographical distance, and GDP influence firms' vertical integration and (3) to investigate the effectiveness of vertical integration on the performance and their costs of capital of Thailand firms in ASEAN countries.

## **2. Vertical Integration**

Vertical Integration (VI) takes place when a company controls over several production steps to promote financial growth and efficiency in its business, a company exhibits backward integration when it develops or acquires the business of the company's provider that produce some of the inputs used in the production of its products. The advantages of vertical integration are to assist the firms in transferring knowledge; control effectively and most importantly cost efficiencies and finally bring the wealth back to their home countries. The firms need to minimize all relevant costs as much as possible in order to gain more profit. In publicly listed firms that expand their operation in overseas, the agency cost surges as management may make decisions for their private interests. In such cases, agency costs or monitoring costs may increase. Additionally, availability of finance could influence the decision for outward investments. An internationalization firm is found to lead to lower cost of capital. Singh and Nejadmalayeri (2004) found that internationally diversified firms support higher level of debt financing that directly results in the reduction of overall cost of capital despite higher equity risk. More significantly, even after controlling for the effects of the degree and composition of debt financing, equity risk, firm size, managerial agency costs, and asset structure, higher degree of international diversification results in lower overall of cost of capital.

Vertical integration can have significant impact on business performance while some observers claim that adequate vertical integration can be a crucial strategy to survive. While some argue excessive vertical integration can cause corporate failure (Buzzell, 1983). This particular topic is still in debate. As well as vertical integration can be highly important strategy but it is scandalously difficult to implement successfully. So before the management makes decisions to vertically integrate their business especially oversea, they are required to consider adequately analysis of risks due to high investment, complex and hard to reverse. In order to gain benefit of vertical integration in terms of cost efficiency and control, good corporate governance is required. Bhuyan (2005) claims that most of the reasons that firms choose to vertically integrate have to do with reducing costs or eliminating externalities that are associated with buying from or selling to other firms. Economic theory has shown that vertical integration may be induced by transaction costs, market imperfections, and other factors. Downstream firms with the largest market share are more likely to integrate vertically as they tend to gain a great market share. Therefore, those downstream firms lean towards to be away from competitors and vertical integration enables the firms to escape from tough competition (Matsushima and Mizuno, 2012).

## **3. Thailand Firms and motivations**

In some developing countries with relatively higher financial development, firm internationalization corresponds with a greater level of debt when firms have more growth

opportunities (Gonenc and de Haan, 2014). Despite the fact of Thailand is typically characterized by severe information asymmetry, more acute agency costs, and less developed financial market. In addition, sources of capital are the owner-managers' capital, supplemented by bank borrowing and equity financing. These firms are normally highly ownership concentrated and are the largest shareholders in the firms (Khanna and Yafeh, 2005; Wiwattanakantang, 1999). As an emerging market, Thailand constitutes a distinctive setting for studying this issue. Due to the prevalence of bank loans, Thailand firms rely less on capital market financing, potentially making liquidity less relevant in capital structure decisions. Public capital markets in Thailand are relatively young. In addition, several large Thailand firms are part of a conglomerate that has its own commercial banks, which provide funding for firms in their business group. These characteristics make capital market financing less prevalent among Thailand firms and may make the effect of liquidity on capital structure much less pronounced, if not disappear entirely (Wiwattanakantang, 2001).

What motivate Thailand's firms invest overseas? The pushing factors have been increasing domestic operation costs, the shortage of inbound manpower and regional economic integration; other key drivers for Thailand's outbound investment consist of international market expansion of Thailand products and services (Thailand Board of Investment, 2015). The market-seeking motive is a significant main desire of Thailand firms to grow, expand markets and support trade and distribution channels (Wee, 2007). To capture a greater portion of cross-border value chain, it increases profit margin, and knowledge transferring, technical capability production and service expertise. The main driver to motivate Thailand to invest abroad is the pressure from the globalization in order to seek the competitive advantage as well as the regional integration forces Thailand firms to gain the benefit from the liberalization (Sermcheep, 2017). Southeast Asia is ominously a large market with good long-term growth prospects. Thailand usually flows to developed countries to serve the local market and vertical investment to developing countries to source production of intermediate goods, Thailand investors have simultaneously entered into developed and developing countries, with all types of investment going mostly to developed countries (Subhanij and Annonjarn, 2014). In 2015, Thailand's firms invest invested Singapore as the most preferred destination following by Laos, Malaysia, Indonesia, Philippines, Vietnam, and Cambodia, respectively (Bank of Thailand, 2017). However, some companies operate internationally and become successful, while some are not. Due to the failures of some Thailand firms in ASEAN market indicate there are ultimate issues of cross-border vertical integration which need to be examined. From previous studies, there are no any studies mentioned about the key causes of failure in operating internationally of Thailand firms in Southeast Asia. The effectiveness of vertical integration of Thailand firms in AEC is not known because the AEC is supposed to improve the cost efficiency of the firms.

To access a larger market, firms go internationalization will be able to incur higher financial strength with lower cost of capital, with the array of other benefits particularly in term of reducing production costs, knowledge sharing and ease in finding similar resource and input in productions. Profitability, total liquidity, risk and presence in foreign markets are key factors affecting the capital structure of firms (Pacheco and Tavares, 2015). The great advantage of internationalization is easy to synthesize with theories of location including competitive advantage and new economic geography, which emphasizes on economies of scale and transport costs (Buckley and Casson, 2011). In line with the advantage of vertical integration, which is efficacy of transaction cost, Geographical distance and cultural distance are metrics to be considered in doing international business, which may incur management costs. More geographical distance and cultural distance attract less foreign investment. Particularly, as communication and information exchange is important in context of foreign investment (Merz, Overesch and Wamser, 2017). While the co-insurance effect benefits appear when merging companies earn more financial streams which would reduce default risks and increase borrowing

capacity of the merged firms (Byun et al., 2013; Menéndez and Alonso, 2003). The firms affiliated with bigger firms is lower cost of public debt than performing independently as the group-affiliated firms play a substantial part of value-added generation in both developed and developing countries (Altomonte and Rungi, 2013). Internationalization and integrated subcontracting are not always beneficial. There have been very few studies on vertical integration analyzing why and how Thailand firms vertically integrated invest in Southeast Asian countries. Prior studies focus on Thailand firms' oversea investment but do not specify the studied region (Cheewatrakoolpong, Sabhasri, and Bunditwattanawong, 2015; Lee and Sermcheep, 2017; Tientip Subhanij and Annonjarn, 2016; Wee, 2007).

## 4. Methodology

### 4.1 Variables

Financial Perspectives examine if the company's strategy contributes to the bottom-line improvement of the company which represents the long-term strategic objectives of the organization thus indicates the result of good performance in the other three scorecard perspectives. Financial performance is a lag indicator, provides the ultimate definition of an organization's success, and describes how to create growth in the shareholder value.

*Profitability:* Some argument of the vertical integration may not the appropriate strategy for firms to rely on in international business expansion in term of cost-effectiveness. The positive impact of trade liberalization on cross-border vertical integration of a firm does not certainly imply to increase an extensive margin (Lafontaine and Slade, 2007). Regarding the profitability of integration, the presence of complementary input suppliers gives rise to an expropriation conduct, which indicates that vertical integration may no longer be profitable. The threat of expropriation is particularly pronounced if an upstream supplier is efficient, points toward that it is less profitable for efficient firms to integrate (Reisinger and Tarantino, 2013). Profitability is calculated by earnings before interest and tax (EBIT) divided by sales during the year. Therefore, this study can be hypothesized that:

*H<sub>1</sub>: Profitability has a significant positive effect on cross-border vertical integration of Thailand firms in Southeast Asia countries.*

*Liquidity* is a ratio between total current assets of the firm and the total current liabilities obligation within a period of one year or normal operating cycle of the firm whichever is greater. To survive, firms must be able to meet their short-term obligations by paying their creditors and be able to repay their short-term debts. Some degree of liquidity is good for the firm, but a very high liquidity ratio might suggest that the firm is sitting around with a lot of cash because it lacks the managerial acumen to put those resources to work. However, very low liquidity ratio means the firm may struggle to meet its short-term obligations as and when they fall due. Large firms have more ready access to alternative sources of liquidity in capital markets, it also appears to be the case that the incidents of excess cash are more often present in large firms (Dittmar and Mahrt-Smith, 2007). Then, it can be hypothesized that:

*H<sub>2</sub>: Firm liquidity has a significant positive effect on Cross-Border Vertical Integration of Thailand Firms in Southeast Asia countries.*

*Firm Leverage* shows the extent to which the totals assets of a firm are financed by loans, which the higher ratio shows the dependence of the company on external debt, financing and greater score being given to the firm by debt providers. Highly leveraged firms can mitigate conflicts between shareholders and managers concerning the choice of investment that means the choice of capital structure helps in mitigating agency costs and thereby influences firm performance (Berger, 2002; Myers, 1977). The different internalization level would make different financial decisions as the leverages of international firms were significantly lower than those of the

domestic firms (Lin, 2012). Whereas Singh and Nejadmalayeri (2004) found the leverage of a firm had positive relationship with internationalization level. Developing country financial markets are not fully integrated with foreign markets and therefore in the Geographic diversification and agency costs of debt of multinational firms study of Doukas and Pantzalis (2003) suggest that developing country firms can raise more capital at more favourable terms through foreign debt financing when they internationalize. Thus, the hypothesis can be as follow:

*H<sub>3</sub>: Firm Leverage has a significant positive effect on cross-border vertical integration of Thailand firms in Southeast Asia countries.*

*Exchange rate* refers to the exchange rate of ASEAN currencies to US Dollar. As going internationalization, the project that in abroad definitely face the issue of currency risk, exchange rate fluctuates and has impact on the host and home country firms (Reddy, 2015). Therefore, it can be hypothesized that:

*H<sub>4</sub>: Exchange rate has a significant positive effect on cross-border vertical integration of Thailand firms in Southeast Asia countries.*

*Firms' performance*: Richard et al. (2009) carried out a study that measured organisational performance as a dependent variable towards methodological best practice in business fields with the suggestion that a single dimension of performance measurement might limit the effectiveness of the commonly accepted measurement practices. In this research, there are two alternative measurements of firm performance, Tobin's Q (Q) and Excess Profit Margin (EPM), as firm value measurements. (1) *Tobin's Q* is the most commonly used measurement of firm value in empirical risk management studies (McShane et al., 2011, Gatzert and Martin, 2015). When the value of Tobin's Q is more than one implying that the market value of a firm's assets exceeds its replacement costs. In addition, there are difficulties in both measuring intangible assets and adjusting to changes in the replacement costs. This might be the problem of using Tobin's Q. (2) *Excess Profit Margin (EPM)* is used for short-term performance measuring by its profit margin, calculated as one minus the costs of goods sold over sales. This excess profit margin measure is more appropriate than other accounting income variables for the purposes of this study since it is perfectly correlated with average variable cost which is widely used by micro-economists to proxy factor productivity changes (Claessens et al., 2003).

*H<sub>5</sub>: Vertical integration has a significant positive effect on Thailand firms' performance.*

The theoretical basis for this study is the effectiveness of cross-border vertical integration of Thailand firms in Southeast Asia countries, which focus on financial perspectives. The studies will totally use nine variables comprising of Profitability, Liquidity, Firm leverage, and Exchange rate additional with the five control variables as firm size, firm age, Cultural distance, Geographical distance and Gross Domestic Products (GDP) per capita. Table 1 shows the variables used in this study.

Table 1: Description of Variables

Variables	Indicator	Description
Dependent Variable: <i>Firm Performance</i>	Excess Profit Margin ( <i>EPM</i> )	Calculated as one minus the costs of goods sold over sales.
	Tobin's Q ( <i>Q</i> )	Market value of ordinary shares plus book value of preferred shares and debt divided by book value of total assets.
Independent Variables: <i>Financial</i>	Profitability ( <i>Profit</i> )	Earnings per share
	Liquidity ( <i>Liquid</i> )	Current assets/current liabilities
	Exchange rate ( <i>EXC</i> )	The exchange rate of ASEAN currencies to US Dollar.
	Leverage ( <i>Lev</i> )	Total liabilities/total assets (Ali et al., 2007)
Control Variables	Firm size ( <i>FSize</i> )	Natural logarithm of market capitalization (Ali et al., 2007)
	Firm Age ( <i>FAge</i> )	The number of years a firm has been incorporated.
	Cultural distance ( <i>CultD</i> )	Language Dummy
	Geographical distance ( <i>GeoD</i> )	Distance from host country to home country.
	Gross Domestic Products ( <i>GDP</i> )	Gross Domestic Products (GDP) Per Capita

## 4.2 Models

The models used in the study is given below:

$$V = A + B_1 PROFIT + B_2 LIQU + B_3 LEV + B_4 EXC + B_5 ControlV + \varepsilon_i \quad \text{---}$$

(1)

Equation (1) is used to measure the degree of relatedness between the primary and secondary segments of a firm. These relatedness measures have been adopted in this study to ensure consistency across economies and to provide a common benchmark. Due to different degrees of complexity or different types of diversification could be subject to different degrees of capital misallocation problem. We estimate the association between the dependent variables then adopting the economic model mentioned in Equation (1), (2) and (3).

$$EPM = A + B_1 V + B_2 PROFIT + B_3 LIQU + B_4 FLEV + B_5 EXC + B_6 ControlV + \varepsilon_i \quad \text{---(2)}$$

$$Q = A + B_1 V + B_2 PROFIT + B_3 LIQU + B_4 FLEV + B_5 EXC + B_6 ControlV + \varepsilon_i \quad \text{---}$$

(3)

Where, V = Vertical Relatedness, A = Constant Value, B = the coefficient of the explanatory variables (Financial mechanisms),  $\varepsilon_{it}$  = The disturbance or error term (assumed to have zero mean and Independent across time period), PROFIT = Profitability LIQU = Liquidity, FLEV = Firm Leverage, EXC = Exchange rate, EPM = Excess Profit Margin, ControlV = Control Variables (Firm Size, Firm Age, Cultural distance, Geographical distance and GDP)

Some control variables have been included to monitor as they might affect the proposed relationships (Barroso et al., 2011). Firm size can be measured by the logarithm of market capitalization. Larger companies are more active in exporting and other international operations Firm age can be calculated by the number of incorporated years of a firm. Cultural distance, Geographical distance and Gross Domestic Products (GDP) per capita also indicate the impact of economic development in each country (Ellis et al., 2017). These country-specific factors are

significantly important to international businesses. That could affect the attractiveness of a country as market or investment site. (Tricker, 2015). These features discussed are all geared towards making the operations effective to enable the firm to generate superior performance.

This study describes how effective Thailand companies vertically integrated invest in Southeast Asian countries and explores the impacts of financial factors towards firms' value added. The population of this study is drawn from 589 Thailand companies listed on the Stock Exchange of Thailand (SET) by targeting on 48 Thailand firms with vertical integration and 48 firms with non-vertical integration, covering Thailand companies from various industries or sectors. Five years data of 2012-2016 will be extracted from secondary sources, annual reports, companies' websites and SETSMART database then analyzing data by regression models (Ordinary Least Squares: OLS).

## 5. Conclusion

The results of the study may influence some methods of intervention in the international investment of Thailand firms, which probably become the guidelines and masterpiece for other new firms' investment in regional integration to gain benefits and contribution to the social, economic, and national levels. This study will reveal whether when many companies have to set up initiatives internationally, they lack the understanding of the factors that will influence their success and highlight implementation, which is critical to gain effectiveness in the understanding of practice. This will be benefit to practitioners, business advisors and regulators. Regulators, consultants and corporate governance advocates, all suggest that the good implementation of some financial factors can improve firm performance.

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# Exchange Rate Exposure: Does exchange rate movement influence tourism development?

AbdulQadir Idris, Abdullahi<sup>1</sup> & Chua, Soo Yean<sup>2</sup>

Economics Program, School of Social Sciences, Universiti Sains Malaysia

Email of corresponding author: [abdulqadiridris@gmail.com](mailto:abdulqadiridris@gmail.com)

## Abstract

This paper examines the impact of exchange rate exposure on tourism demand using a dynamic panel of 23 sub Saharan Africa's tourist destinations. Although, the research question for the paper focuses on whether uncertainty on the exchange rate can help explain why could exchange rate fluctuation co-move with the travel expenditure using data from these selected African tourist destinations as well as the variations across countries in recent years. Utilising annual data from 1996 to 2015 on dynamic panel estimation techniques, we provide evidence which suggests that both variables exchange rate fluctuation and travel expenditure are statistically significant determinants of tourism demand. The Penal autoregressive distributed lagged ARDL panel cointegration test is utilised to examine the existence of a long run association between exchange rate and travel expenditure and the findings from the panel cointegration test reveals that real income, real exchange rates, price inflation and travel expenditure and international tourist arrival have long run relationship. We also employed pool (OLS), fixed effect (FE) and random effect (RE) models to investigate which of the models in questions can at most have useful information to explain tourism demand subject to travel expenditure with respect to the selected sampled tourist destinations in Africa.

**Keywords:** exchange rate movement, exchange rate risk and panel ARDL

## 1. Introduction

Exchange rate exposure on travel expenditure can be view from the dynamics behaviour of exchange rate as it can be seen from a rational viewpoint. A tourist converts its travel expenditure from the domicile currency to home currency by translating them at expected future exchange rates. However, the gap between expected future exchange rate and actual rate emanating from exchange rate movement is term as exchange rate risk(Mordi, 2006).

According to Lee and Jang (2011) exchange rate risk has waged attention to multinationals in trade related industries with bilateral exchange rate having dominated by floating regimes while, tourism is also sensitive to the exchange rate between travellers' home countries and their destinations. Although, the exposure for travels and tours firms to foreign exchange risk results from in the domestic price elasticity of demand.

There are strands of literature that attempted to examine the impact of exchange rate on international tourism. Although, firms produce goods for exhibitions that have marketable characteristics which have no boundary and, goods for tourism are mainly export driven but when purchased by international travellers to the level that the producers engage in multilateral trade. This engagement in a way of market led relationships between the firm-produces and the purchase power of both regional and international travellers exposed the domestic firms from uncertainty of demand fluctuations incurred by exchange rate changes(Agiomirgianakis et al., 2012; Cheng, 2012; Cheng et al., 2013; De Vita & Kyaw, 2013; Dincer et al., 2015; Kodongo & Ojah, 2013; Quintal et al., 2010).

Therefore, the objective of this paper is to investigate the impact of exchange rate exposure on travel expenditure using dynamic panel data from 23 countries from African sub-region as tourist destinations in Africa.



## 2. Literature Review

Although there has been some difference among selected variables determining exchange rates our investigation has uncovered a set of commonly utilized determinant variables. These variables are: a) the real effective exchange rate; b) the relative prices between destination and origin and c) the income, approximated by the GDP in PPS of set or major countries of tourist's origin. Empirical studies that investigate the impact of tourism have found that the devaluation of exchange rate at the country of destination attracts tourist flows while an exchange rate revaluation reduces tourism outflows (see e.g. among others Agiomirgianakis (2012); Garin-Munoz and Amaral (2000) and (Patsouratis\* et al., 2005) adopting what Artus (1970) has suggested, namely, that travellers are more aware of exchange rates that they use, and they are using them as proxy for the cost of living abroad. Researchers often suggest that the origin country income affects positively the inclination of people to travel. The cost of living at a destination relative to an origin, given by relative consumer prices between destination and origin is negatively related to tourism inflows (see, among others, Dwyer et al. 2010 page 63-64). Transportation costs which is actually part of the overall cost of traveling to a destination, is negatively related in tourist flows see e.g. Agiomirgianakis (2012) and Santana-Gallego et al. (2010).

Some researchers have shed, some light into the effect of exchange rate volatility to tourist flows for example Patsouratis (2005) who shows that exchange rate fluctuations may be identified as the sole factor determining tourist flows, as the case of German tourism inflows in Greece. Fewer, however studies focus rather on the exchange rate volatility such as Webber (2001), Mak et al. (2012), Yap (2012), Fourie and Santana-Gallego (2011)

In a seminal paper by Webber (2001), the volatility of exchange rate is identified as a significant determinant of the long run tourism demand since in some cases exchange rate volatility might also be associated with political instability or social unrest in the destination country deterring tourists from this destination. In some cases, according to Webber exchange rate volatility may lead tourists to abandon the idea of travelling to a particular country in 40% of cases (Song & Li, 2008; Su & Lin, 2014).

Recent studies such as Chiang et al (2009) initiated a further analysis into the effects of volatility of exchange rates showing that it is associated with the volatility into international tourist inflows in Taiwan. Yap (2012), initiated by the findings of Chiang et al (2009) in investigating whether exchange rate volatility results an increase in the uncertainty of tourist inflows into Australia, concludes that exchange rate volatility creates spill over effects on tourism arrivals in Australia though these effects may differ from stronger to weaker depending upon the sending country that creates these tourism inflows into Australia.

## 3. Data and Research Methodology

The study attempts to identify major factor influencing international tourism demand for selected tourism destinations in Africa, based on dynamic panel time series data analysis of travel expenditure and exchange rate fluctuation in these countries. The sample period for the analysis spans from 1996 to 2015. The data were obtained from world bank series and IMF 2017.

Real GDPC is use as a measure of income [RGDPC] per capita, real effective exchange rate is used to measure exchange rate exposure [RER], and consumer price [CPI] is used to measure relative price, as sourced world economic outlook 2017, while tourist expenditure is used to measure travel expenditure [TE] and Number of tourist arrivals to the destinations is used to measure tourism demand [TARD]. The following model is used to estimate exchange rate exposure and travel expenditure.

### 3.1 Empirical model and Econometric Methodology

Following we specify the econometric models between travel expenditure and real exchange rate movement in the selected African countries. Although, we begin with the examinations of the statistical properties of the data to avoid running into spurious regression problem. We need to verify that all the series are integrated to the same order via first generation tests of panel unit roots; Im et al. (2003), Maddala and Wu (1999) and Levin and Lin (1993). The tests proposed by IPS permit to solve Levin and Lin's serial correlation problem by assuming heterogeneity between units in a dynamic panel framework. Notwithstanding, the following task remain to examine the long run relationship between the variables. The paper adopts Pesaran et al (1999) methodology which suggests two different estimators i.e. Pool Mean Group (PMG) and Mean Group (MG) estimators appropriate for investigation of panel with large time series and cross session dimensions. The advantage of PMG over others is that it can allow the short run dynamic specification to differ from country to country while the long run coefficient is assumed to be the same. The Autoregressive Distributed Lag ( $p, q, q, \dots, q$ ) model proposed by Pesaran et al. (1999) is

$$\ln TE_{i,t} = c + \phi_1 \ln TE_{i,t-1} + \beta_{i1} \ln RGDP_{i,t} + \beta_{i2} \ln RER_{i,t} + \beta_{i3} \ln CPI_{i,t} + \beta_{i4} \ln TARD_{i,t} + \varepsilon_{i,t} \dots \dots \dots (1)$$

Where  $TE$  is travel expenditure,  $RGDP$  is the real GDP per capita,  $RER$  is real exchange rate,  $CPI$  is the consumer price inflation and  $TARD$  is the international number of tourist arrivals. A lagged dependent variable is included to allow for the partial adjustment of  $TE$  to its long run equilibrium value and beta coefficients represent short run effects: long run effect can be derived by dividing each of the betas by  $1 - \phi_1 - \phi_2$ .

In order to examine the hypothesis that there is no long run association between travel expenditure and other variables, we proposed joint test between travel expenditure  $TE$  and all the other variables using the  $\chi^2$  test statistics. If  $\beta_2, \beta_3$  and  $\beta_4$  are positive and jointly significance, this implies that the combination of real exchange rate, consumer price and international tourist arrival exerts an influence on travel expenditure. In other hand, if  $\beta_1, \beta_2$  and  $\beta_3$  are positively significant this implied that a combination of real GDP per capita in the equation jointly exerts an influence on travel expenditure. Hence a loose version of hypothesis holds revealing that a small increase in either of the variables would then results in lesser or greater or both jointly determine the travel expenditure. A stricter version of the testing the hypothesis simultaneously requires the interaction between real income per capital, real exchange rate, consumer price and tourist arrival where the interaction term is entered jointly in the regression, as follows;

$$\ln TE_{i,t} = c + \phi_1 \ln TE_{i,t-1} + \beta_{i1} \ln RGDP_{i,t} + \beta_{i2} \ln RER_{i,t} + \beta_{i3} \ln CPI_{i,t} + \beta_{i4} \ln TAR + \beta_{i5} (\ln RGDP_{i,t} \times \ln RER_{i,t} \times \ln CPI_{i,t} \times \ln TARD_{i,t}) + \varepsilon_{i,t} \dots \dots \dots (2)$$

If  $\beta_5$  is statistically significant this means that travel expenditure is enhanced when countries real income, real exchange rate and consumer price are at minimum threshold window to sufficiently allow for that propensity of the income sent on tourism development. Equation (1) and (2) provide the basis of testing the first hypothesis in the empirical model which will be estimated using the panel ARDL framework.

Following Yap (2013) this paper also used an augmented version of his model amplified with travel expenditure to examined the second hypothesis in the model as thus;

$$\ln TE_{it} = \alpha + \beta_1 \ln RGDPC_{it} + \beta_2 \ln RER_{it} + \beta_3 \ln CPI_{it} + \beta_4 \ln TARD_{it} + \lambda_i + \mu_{it} \dots \dots \dots (3)$$

Where  $\varepsilon_{it} = \lambda_i + \mu_{i,t}$  cross-sectional units are denoted by  $i = 1, 2, \dots, N$ ;  $t = 1, 2, \dots, T$  represent time periods,  $\mu_i$  represents the fixed effect,  $\lambda_{ij}$  represents the coefficient of the lagged dependent variables, and  $\delta_{ij}$  are  $k \times 1$  coefficient vectors.

#### 4. Data Analysis and Result Discussion

The results from the Panel ARDL model of 23 African countries, the lag lengths  $n$  as chosen from a maximum of four by minimizing the Akaike Information Criterion (AIC) for each individual estimation.

**Hypothesis one** Ho1: There is no long run association between travel expenditure and other variables.

**Table 1: Results of PMG and MG estimation 1995-2015**

Variables	(1) ECM	PMG Model (2) SR	(3) ECM	MG Model (4) SR
ECM		7.55e-09*** (2.02e-09)		7.21e-09*** (1.87e-09)
lnRGDP		-0.0156 (0.0257)		-0.265 (0.225)
lnCPI		-0.0232 (0.0523)		-0.0205 (0.0630)
lnRER		0.0401 (0.128)		1.097*** (0.382)
lnTARD		0.0685 (0.0887)		0.119 (0.0788)
lnRGDP	164,377 (340,556)		-1.527e+06 (1.693e+07)	
lnRER	27,903*** (7,702)		1.281e+08* (7.438e+07)	
CPI	641,804*** (135,095)		-1.065e+07 (1.065e+07)	
Constant		17.48*** (1.193)		13.45*** (1.931)
Observations	388	388	388	388

Standard errors in parentheses\*\*\* p<0.01, \*\* p<0.05, \* p<0.1

We then estimate each model separately also long run results can vary from each as we observed from the regression estimates some error correction term appeared negatively significant as in the first set; Egypt (-0.164) 16.4% and Tanzania (-0.059) 5.9%, negatively insignificant; Burundi (-0.009), Kenya (-0.024), Lesotho (-0.0086), Malawi (-0.002), Mozambique (-0.007), Swaziland (-0.010) and, Nigeria (-0.008) as the second set of countries. Finally, the positively significant and positively insignificant as the third set are; Angola (0.047), Botswana (0.095), Congo DR (0.035\*\*), Ethiopia (0.427\*\*\*), Gambia (0.028), Ghana (0.005), Morocco (0.072), Rwanda (0.115), South Africa (0.321\*\*\*), Sudan (0.0757\*\*\*), Togo (0.001), Tunisia (0.695\*\*\*), Uganda (0.077) and Zambia (0.011).

We consider a set of variables to be significant if the corresponding F-statistic in the joint significance test is above “upper bound” critical value. If the F-statistic for a specific estimation lies below this value, we test for a significant relationship among the variables by forming a single “fitted value” of the lagged long-run variables using the estimates and replacing the individual terms with a single error-correction term (labelled  $ECM_{t-1}$ ). If the coefficient on this variable is significantly negative as theory suggests, the error term measure the speed of adjustment following exogenous shocks.

**Hypothesis two** Ho1: Exchange rate fluctuations do not have any effect on travel expenditure.

**Table 2: Results of Pool OLS, Fixed Effect and Random Effect Models**

Dependent variable lnTE			
	Pool OLS Model (1)	Fixed Effect Model (2)	Random Effect Model (3)
Regressors	ITE	ITE	ITE
lnRGDP	0.158** (0.0778)	-0.00672 (0.0465)	-0.00172 (0.0462)
lnRER	0.0577** (0.0234)	-0.0300 (0.0554)	-0.00120 (0.0445)
lnCPI	0.239*** (0.0563)	0.0528 (0.0419)	0.0647 (0.0410)
lnTARD	0.887*** (0.0400)	0.860*** (0.0581)	0.842*** (0.0506)
Constant	6.452*** (0.629)	7.726*** (0.719)	7.833*** (0.684)
Breusch-Pagan LM test	-	-	1552.18 [0.000]
Hausman test	-	-	2.51 [0.6437]
Observations	388	388	388
R-squared	0.582	0.462	
Number of code		23	23
Multicollinearity(vif)	1.14	-	-
Heteroskedasticity	-	2652.73 [0.000]	-
Serial Correlation	77.481	-	-
Wooldridge test	[0.000]		

Standard errors in parentheses \*\*\* p<0.01, \*\* p<0.05, \* p<0.1

Table 2 above we show the result of the impact of exchange rate exposure on travel expenditure and tourism demand. Three different panel data models were estimated, and they include the Pooled OLS, Fixed effect and Random Effect Models. In the Pooled OLS estimation, the Wooldridge test for serial correlation test. It is imperative that we process to estimate the other variation on the panel data models. Similarly, the result from multicollinearity revealed that the mean vif 1.14 which means less collinearity, shows that the data are consistent with the advantage of using panel data. The Wald test statistics value of 2652.73 which are significance

at 1% confirmed evidence of omitted variables making the fixed effect and random effect models more appropriate than the pool OLS. A Lagrange-Multiplier test for serial correlation value of 77.481 and significant, we reject the null and conclude that the data have first order autocorrelation. However, the Hausman test statistics value of 2.51 is also significant, hence we reject the null hypothesis of the appropriateness of GLS estimates favouring fixed effect model as the most appropriate. A cursory look at the results (pool OLS estimation) indicates that real exchange rate had positive and significant with the travel expenditure, followed by the remaining variables, and is not surprised with the tourism arrival series and the priori expectations.

## 5. Conclusion and Policy Recommendation

The objective of this study is to investigate the effect of exchange rate exposure on travel expenditure from the concept of tourism demand in selected tourist destinations in Africa. The result shows that the international tourism demand in Africa sub region is significantly influenced by the changings in real exchange rate, income and relative price of tourism. The policy makers may consider increasing the level of investments in tourism sub sector of their economies to leverage on this unfolding information and gain more income which will provide better financial source to their countries.

In this study the effect of exchange rate movement has been examined to have potential effects to tourist expenditure, an effect which is often overlooked by empirical researchers. As researchers for the most part utilized international arrival as the pivot for tourism demand, our empirical investigations consisted of tourist arrival subject to the travel expenditures. The employability of these measures allowed us to investigate unexpected impact to tourism arrivals for selected countries. Our empirical methodology relies upon the pooled mean group(PMG)ARDL representation of the cointegrated variables. Over all our results suggest that there is a statistically significant long run relationship among variable in the models.

Overall results have one important implication. This is that exchange rate movement is a contributing factor to tourist arrivals. Both the panel ARDL cointegration representations and the pooled mean group(PMG) have proven to have a significant effect to tourist arrivals. As a result, researchers but most importantly policy makers should pay close attention to exchange rates when implementing policy designed to stimulate tourism. As different aspects of the exchange rate might affect tourism in different ways empirical researchers should utilize new measures which will allow them to isolate and examine additional effects of exchange rate to tourism.

## Appendix1

### Appendix 1: Panel unit root

Series	LTE		LRGDP		LCPI		LRER		LTARD	
	No Trend	Trend	No Trend	Trend	No Trend	Trend	No Trend	Trend	No Trend	Trend
	<b>Level</b>									
Levin Lin	1.9957 (0.0230 )	0.476 6 (0.316 8)	- 2.399 88 (0.00 82) **	- 1.273 81 (0.10 14)	- 2.236 62 (0.012 7)	- 3.211 80 (0.00 07) **	- 4.710 97 (0.000 0) ***	- 4.308 41 (0.000 0) ***	- 2.630 95 (0.00 43)	- 0.9485 2 (0.171 4)
IPS	1.5274 7 (0.9367 )	0.090 93 (0.536 2)	- 2.682 16 (0.00 37) **	- 1.018 27 (0.15 43)	- 3.234 46 (0.000 6)	- 2.468 02 (0.00 68) **	- 0.648 00 (0.258 5)	- 2.107 01 (0.017 6)	1.478 26 (0.93 03)	0.9953 2 (0.840 2)
ADF- Fisher	1.6570 7 (0.9512 )	0.084 59 (0.533 7)	- 2.876 81 (0.00 20)	- 1.108 95 (0.13 37)	- 3.230 99 (0.000 6) ***	- 2.598 01 (0.00 47) **	- 0.591 22 (0.277 2)	- 2.381 21 (0.008 6) **	1.535 36 (0.93 77)	1.3553 5 (0.912 3)
	<b>First Difference</b>									
Levin Lin	6.2260 6 (0.0000 ) ***	5.915 17 (0.000 0) ***	- 13.47 40 (0.00 00) ***	- 11.97 62 (0.00 00) ***	- 10.68 55 (0.000 0) ***	- 10.17 20 (0.00 00) ***	- 5.549 11 (0.000 0) ***	- 4.204 70 (0.000 0) ***	- 6.743 06 (0.00 00) ***	- 5.3111 8 (0.000 0) ***
IPS	7.2376 7 (0.0000 ) ***	5.172 40 (0.000 0) ***	- 14.07 89 (0.00 00) ***	- 10.15 44 (0.00 00) ***	- 11.73 24 (0.000 0) ***	- 8.896 94 (0.00 00) ***	- 4.657 64 (0.000 0) ***	- 2.014 10 (0.022 0) **	- 6.768 96 (0.00 00) ***	- 4.7501 1 (0.000 0) ***
ADF- Fisher	- 7.3340 4 (0.0000 ) ***	- 5.560 93 (0.000 ) ***	- 11.73 87 (0.00 00) ***	- 9.710 57 (0.00 00) ***	- 10.89 81 (0.000 0) ***	- 8.560 51 (0.00 00) ***	- 5.052 23 (0.000 0) ***	- 2.411 37 (0.007 9) ***	- 7.010 53 (0.00 00) ***	- 5.7610 5 (0.000 0) ***

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# Housing, Building & Planning

## An Overview of Low-cost Housing Demand-Supply Gap in Malaysia: The Way Forward

Andrew Ebekozen<sup>a & b</sup>, Abdul-Rashid Abdul-Aziz<sup>b</sup>, & Mastura Jaafar<sup>b</sup>

<sup>a</sup> Department of Quantity Surveying, Auchi Polytechnic, Auchi, Edo State, Nigeria

<sup>b</sup> School of Housing, Building, & Planning, Universiti Sains Malaysia, Malaysia.

Email of corresponding author: ebekoandy45@yahoo.com

### Abstract

The purpose of this paper is to assess the low-cost housing (LCH) provision with a view to suggesting ways to abridge the demand-supply gap in Malaysian LCH. The Malaysian government over the years have attempted to make home ownership for all households regardless of the household income monthly but it seems this is becoming an illusion because of the increasing gap between the demand and supply of LCH provision. Therefore, this paper presents the preliminary findings of an on-going study that is examining the demand-supply gap in Malaysian LCH provision as well as role expected by the 5-year housing plan. It is little wonder that both the public and the private sector providers of LCH have not been able to meet up with the planned (demand) LCH as against what was achieved (supply) over a long period of time. Hence, this paper serves as a basis for further research into establishing the actual demand-supply gap of LCH provision in Malaysia. Compliance by all stakeholders to Malaysian 2011 National Housing Policy can no longer be over-emphasised and long overdue. Also, increasing the supply of LCH via tax incentives, government grants, government guarantees for house loans, and Bank Negara Malaysia's mandate investment lenders to lend to target group among others were recommended to abridge the demand-supply gap of Malaysian LCH.

**Keywords:** Demand-Supply Gap, Household Income, Low-Cost Housing, Malaysia.

### Introduction

In the study of Abraham H. Maslow (1908-1970), one of the founders of humanistic psychology, a shelter is categorized under physiological needs in his pyramid of needs. Food first followed by the shelter in that first category of need (Maslow, 1943). Thus, housing is the second most essential human need after food (United Nations Habitat II, 2002). A number of international human rights instruments recognised the right to housing, Malaysia inclusive. Article 25 of the Universal Declaration of Human Rights recognises the right to housing as part of the right to an adequate standard of living (United Nations, 1968; World Bank, 1996). Although, the right to habitable housing is recognised by international human rights laws, how many developing countries have been able to provide housing to her citizens, although, housing a worldwide challenge? Abdul-Aziz (2012), Ebekozen, Abdul-Aziz, and Jaafar (2017A) assert that low-cost housing (LCH) provision is one of Malaysia national agenda equally for the low-income earners (LIEs). The LIEs for this paper is a term used to describe people that their household income does not exceed RM2,500 monthly (Ministry of Housing and Local Government [MHLG], 1998; Salleh, 2008; Abdullahi & Abd-Aziz, 2011). In Malaysia context three components make up the LCH, they are selling price not exceed RM42,000 (MHLG, 1998; Asek, 2007; Ebekozen, 2017B); household maximum income to be eligible and qualified for LCH should not exceed RM2,500 per month (MHLG, 1998, Abdul-Aziz, Tah, Olanrewaju, & Ahmed, 2017); and LCH building size is within 550-600 square feet or 50.8-55.4 square metre (MHLG, 1998, Ministry of Urban Wellbeing, Housing and Local Government [MUWH&LG], 2013).

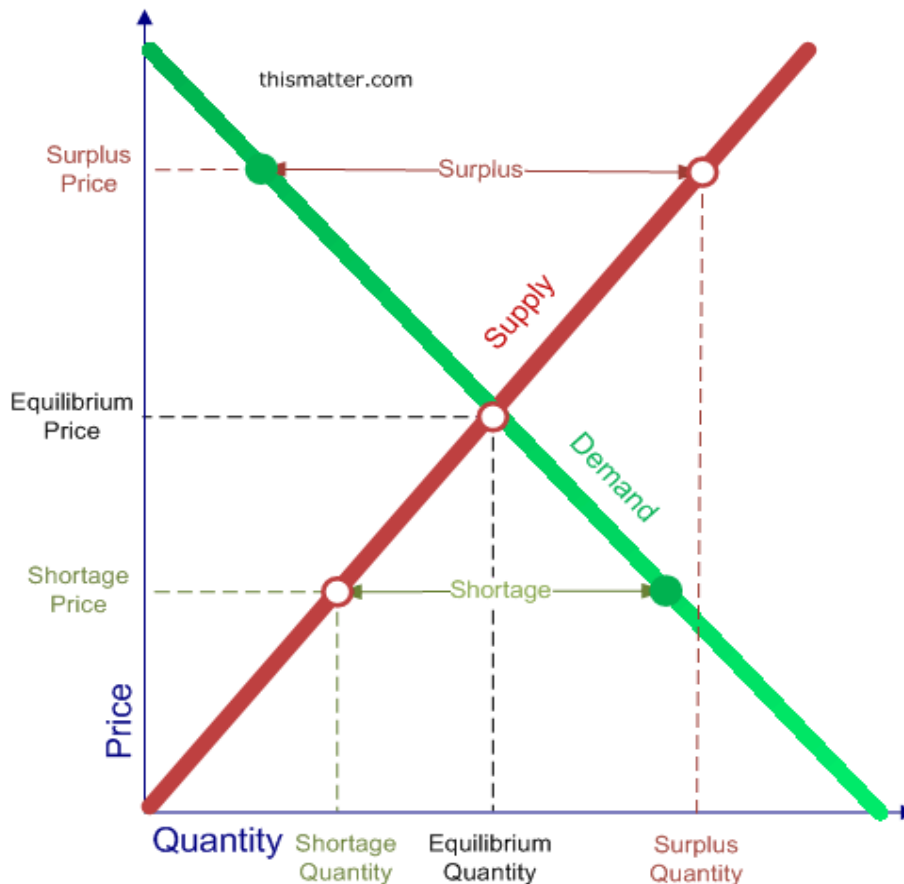


However, the lack of an adequate number of LCH projects in Malaysia has been an acute problem for a very long time. Sulaiman, Baldry, and Ruddock (2005) report that beginning from 1982, the government co-opted private developers in the provision of LCH. It is a reality that the concept of LCH was born during the Fourth Malaysia Plan (1981-1985). Abdul-Aziz et al. (2017) report that the federal government has attempted to appeal to the private developer's sense of shared responsibility to provide LCH but this appeal was met with cold response during the 3<sup>rd</sup> Malaysia Plan (MP) and 4<sup>th</sup> MP. Over the years, some of the private developers developed a "tactic" to escape from the cross-subsidisation concept introduced by the federal by the coerced directive to the private developers to provide 30% LCH. The non-construction of LCH by some private developers has been linked to lax enforcement by the appropriate government agencies (Ebekozi et al., 2017B). Sufian and Mohamad (2009) assert that inability to secure a formal accommodation by LIEs brought about informal homes (squatting). Thus, this has created a social challenge to the Malaysian government at various levels, although not as critical because of the zero-squatter programmes that were perceived as successfully (Ebekozi et al., 2017C).

Several studies have been able to establish that there is a gap between the demand and supply of LCH provision in Malaysia, although, with different figures, this paper will bring this to the front burner for a further study with a view to establishing the provisional demand-supply gap of LCH in Malaysia. Abdullateef, Seong, and Lee (2016) postulate that Malaysia has a housing shortage of 12 million units inclusive of LCH as at 2016. Perhaps, according to the authors, towards the year 2020, this would require an annual supply of a minimum of 2 million homes. This is because the population is estimated to reach 32.4 million in 2020 and 36 million by 2030. Similarly, Bank Negara Malaysia (BNM) Annual Report (2015) asserts that the gap between the housing stock and the households widened to 2.5 million units in 2015 from 2.1 million units in 2005. The BNM submission was corroborated by BNM Press Release (2017) and cited National Property Information Centre's data, that says "30% of new housing launches in 2015-2016 were for houses priced less than RM250,000:00 compared to 70% during the 2008-2009 period", to justify that there is shortage of LCH provision. The Shortage of LCH is already a source of concern among Malaysians. There is even a threat that the housing policies programmes have been overemphasizing on the provision of LCH while there are insufficient medium-cost houses in the housing markets. Yet, the impacts of these various policies have not been able to stabilize the gap in demand-supply of LCH provision in Malaysia. Hence, the need for this paper to evaluate the demand-supply gap based on the 5-year housing plan from the 2<sup>nd</sup> MP to 11<sup>th</sup> MP with a view to proffering the way forward cannot be overstressed.

### **Low-Cost Housing Demand and Supply**

This section reviewed literature relevant to the LCH demand and supply concepts in all ramifications. The people that make the demand for homes are called the house-buyers. Fernandez (2013) identified three categories of house-buyers in Malaysia; they are owner-occupiers, investors, and lastly speculators. Owner-occupiers, who make up most house-buyers in Malaysia, can be further divided into first-time house-buyers and upgrades. First-time house-buyers are usually a priority target group insofar as the Malaysia's Government is concerned. For this paper, first-time house-buyers will be the focus. Malaysian housing demand has been on the increase, this is corroborated by MUWH&LG (2013) that about 71% of the Malaysian population reside in urban areas. This contrasts with 1957 when 89% of the population lived in rural areas. Therefore, Figure 1 reveals that when demand and supply quantities are plotted according to price, the supply curve moves upward with price, while the demand curve moves downward with the price (Spaulding, 2017).



**Figure 1:** Supply-Demand Market Equilibrium  
**Source:** Spaulding (2017)

The issue of urbanization migration is not peculiar to Malaysia; countries on their fast-growing industrialization are all affected. Woetzel, Ram, Mischke, Garemo, and Sankhe (2014) report in their new McKinsey Global Institute (MGI) Report, a blueprint for addressing the global affordable housing challenge, that a third of urban dwellers, 1.6 billion people, could struggle to secure decent housing by 2025. The authors opine that yet around the world, in developing and advanced economies alike, cities are struggling to meet that need. The fear is that if current trends in urbanization and income growth persist, by 2025 the number of urban households that live in low-quality housing or are so financially stretched by rental costs that they forego other essentials, such as healthcare, could grow to 440 million, from 330 million; this is alarming and calls for concern. The implication of this is that the global affordable housing gap would affect one in three urban dwellers, about 1.6 billion people. The authors proffer approaches to address this as follows unlocking land supply, reducing construction costs, improved operations, and maintenance, and lastly, lowering financing costs for LIEs and genuine developers' accessibility to finance for development.

Table 1 sourced from the various MP reveals the planned and actual LCH provided by the public developer (government) and private developers respectively in each MP period from the 2<sup>nd</sup> MP to the 11<sup>th</sup> MP. For this paper, LCH demand is the number of LCH dwelling units that are needed by the intending LIEs at a point in time. Similarly, LCH supply is the number of low-cost residential building units that are provided by the key players or providers in the accommodation sector at a point in time. Table 1 reveals that there is a shortage of LCH based on the significant difference

between planned and actual from the 4<sup>th</sup> MP to the 11<sup>th</sup> MP. This is worrisome in consideration of the age demographic, that is, less than 23% of the population will be 14 years and below, 68% between age 15 years and 64 years, and about 9% aged 65 years and above in 2030 (Eleventh Malaysia Plan, 2016). This is an indication that the demand for LCH will continue to increase because the age category that has the highest is the category that needs homes. Also, not less than 40% of the population belongs to the LIEs group and the income gap between them on the average is widening (Malaysian Digest, 2017). There has been an intractable gap between government's supply efforts and actual achievement over the years, worsened by a population growth from about 8.2 million in 1960 to more than 31.7 million in 2016. The demand for housing is income elastic (it grows faster than income) and price inelastic (for many, demands will not fall as prices rise) (Stephen, 2017). We are faced with a situation where the cost of living has spiralled callously upwards and the purchasing power of the average salary man has slumped.

**Table 1:** Public Sector and Private Developers Housing Targets and Achievements (in units)

Malaysia Plan	Public sector		For-profit private developers	
	Low cost	Low cost	Total	
Second* ('71-'75)				
Planned	44,000	-	44,000	
Actual	13,244	-	13,244	
Third (76-'80)				
Planned	73,500	-	73,500	
Actual	26,250	-	26,250	
Fourth ('81-'85)				
Planned	176,500	90,000	266,500	
Actual	71,300	19,170	90,470	
Fifth ('86-'90)				
Planned	398,570	370,400	768,970	
Actual	201,900	88,877	290,777	
Sixth ('91-'95)				
Planned	126,800	217,000	343,800	
Actual	46,497	214,889	261,386	
Seventh (96-00)				
Planned	60,000	140,000	200,000	
Actual	60,999	129,598	190,597	
Eighth ('01-'05)				
Planned	175,000	39,000	214,000	
Actual	81,108	94,029	175,137	
Ninth ('06-'10)				
Planned	192,000	40,000	232,075	
Actual	103,219	97,294	200,513	
Tenth ('11-15)				
Planned	78,000	80,000	158,000	
Actual	12,025	32,948	44,973	
Eleventh (16-20)				
Planned‡	250,000	N.A.	250,000	
Actual‡	-	-	-	

Source: Author's compilation from various Five Years Malaysia Plan and modified

‡ No targets and achievements available.

Table 1 reveals the planned and actual homes from the public sector (government) and private developers housing targets and achievements from 1971 to 2020. Evidence from Table 1 reveals that there is a shortage of supply of homes based on the significant difference between planned and actual (2001-2015). A detailed analysis of Table 1 reveals that the shortage of LCH commenced from 4<sup>th</sup> MP (1981-1985) to the 10<sup>th</sup> MP (2010-2015) where the planned and actual LCH units are available. A critical assessment of Table 1 based on the planned and actual LCH shows that the public sector has failed the masses over the years but a reasonable progress has been made by the private developers yet not satisfactory. The reason for unsatisfactory is not farfetched, recent research has shown that there are leakages linked to the private developers because of lax enforcement from government agencies (Ebekozi et al., 2017B).

A lot needs to be done if the vision 2020 as envisioned by Malaysian Government as a fully developed country along with all dimensions: economically, socially, politically, spiritually, psychologically, and culturally is to be achieved (Shuid, 2013). The 11<sup>th</sup> MP indicates that about 250,000 units of LCH are under various LCH programmes. Sarawak (2015) reports that the Assistant Minister of Housing Datuk Abdul-Karim Rahman Hamzah said “under the 11<sup>th</sup> MP, the Housing Development Corporation (HDC) has promised to build 8,361 units of LCH in Kuching, 405 units in Sibul, 1,512 units in Bintulu, 1,905 units in Miri, 372 units in Mukah, 500 units in Limbang, 380 units in Kapit and 98 units in Kanowit”. However, the implementation of these projects is subject to availability of fund approved by the government. The paper is hoping that states and federal will complement each other in the provision of LCH by doing the needful. There are allegations of LCH leakages traced to some state governments and the counter allegation by some state governments that federal government do divert LCH approved budget to other sectors and play politics in releasing grant and loan to state governments for LCH provision (Ebekozi et al., 2017B). These allegations include allocation of LCH sponsored by the federal via people housing programme to non-eligible persons and lack of transparent evidence of how LCH loan fund was used by some state governments respectively. This is regrettable, something needs to be done.

Thus, there is agitation from certain quarter to re-direct emphasis of housing policies from LCH to low-medium and medium-cost housing with a view to meeting the needs of the middle-income groups, especially the lower-middle income, living the LIEs to their fate (Salfarina, Nor, & Azrina, 2011). Therefore, there is need to address the LCH demand-supply gap and get it right with a view to mitigating poor standards of living, squatters, urban slums, un-affordable rental price, high mortgage payment, abandonment, dilapidation of the existing housing stock, and above all achieve the mission of vision 2020. The previous model of LCH delivery in Malaysia seems not to be working out well. A scenario where the government imposes LCH provision on private developers and private developers feel that the government have a responsibility to provide shelter for her citizens resulted to moot point at many platforms. Also, the high rejection rate of financial institutions of LIEs house-buyers loan application has helped matter neither in abridging the LCH demand-supply gap in Malaysia. What about the exclusive right of land matters to states? All these need to be addressed.

### **The Way Forward**

World Bank Press Release (2017) opines that improved housing has further been proven to have a positive impact on public health, education and labour force outcomes. Hence, improved housing is inevitable in Malaysia. Based on the reviewed literature on LCH demand-supply gap in Malaysia with a view to abridging the gap, this paper proffers the following recommendations

and suggest new mechanisms so that low-income house-buyers can gain access to homes in Malaysia:

1. There is need for the government lead agencies identified in the 2011 National Housing Policy (NHP) to be resuscitated and perform their schedule diligently; including data sharing (open registration system) at all level. Similarly, the monitoring committee should be empowered in terms of human and financial capability in addition to enabling environment with a view to ensuring that the plan is implemented successfully.
2. Collaboration and cooperation between all stakeholders are essential to abridging the LCH demand-supply gap in Malaysia. In this regard, the government should direct utility companies to provide their capital projects on these new locations. This task should not be left for the private developers.
3. Easy financing for house-buyers to purchase homes is germane. Although banks compete to offer housing loans, studies have shown that LIEs rejection rate is high. Hence, the need for Bank Negara Malaysia to review existing policies and inject new mechanisms and programmes that will make LIEs gain access to house loan effortlessly.
4. The National Land Code (Act 56 of 1965) which vests all land in the government is an obstacle to making land available for housing development. There is the need for the amendment of this Act 56 with a view to making land transactions easier and make land available for all who want to genuinely invest in LCH provision. Also, the harmonization of the various state laws in respect of land matters cannot be over emphasised because uniformity of land laws is germane to housing provision. Hence, the need to inscribe in the land title of LCH that only LIE is eligible for the transfer.
5. Fortunately, in Malaysia, there is a mechanism for risk sharing that encourages banks and other financial institutions to extend mortgage loans to LIEs. The unfortunate thing is that it only covers the public sector and few private sectors that are contributors to the Employees Provident Fund (EPF). How many Malaysian LIEs falls under this category? Not up to 30%, hence, the government need to develop a mechanism that will capture other Malaysians with a view to achieving their dreams of becoming a house owner in their life time. Employers of labour in the private sector should be monitored to ensure they comply with the rule. EPF has assisted many Malaysians to either make part or full payment of their house loan, so, should be strengthened by the government.
6. There is no doubt that a stable macroeconomic environment is necessary to abridging the LCH demand-supply gap in Malaysia. Previous studies have shown that lenders, investors, and borrowers prefer a stable economy where decisions can be taken without any apprehension. The Malaysian Government should use all available apparatus with a view to ensuring that inflation and interest rates are kept at manageable levels (preferably single digits).
7. One of the greatest barriers to the large-scale provision of LCH is the tax burden. The imposition of Government Service Tax (GST) at various levels of the housing-development process adds significant costs as much as 25 percent of the cost of a house, even before titling fees and stamp duties are taken into consideration. There is a need for Malaysia to align with some other developed nations that have successfully used tax holidays, deferrals or tax exemptions on construction materials or home sales, or similar tax-related provisions for LIEs to achieve home for all.
8. Loong (2016) reports that from 2013 to 2016, a total of 134 abandoned private housing projects were recorded in Peninsula Malaysia. The major reason is the lacuna in the Sales and Purchase (S&P) Agreement. Therefore, banks should stipulate as a condition to give loan to developers to open Housing Development Account (HDA), a statutory requirement, same bank and require the instalment of purchase by purchasers paid into same account with authority to be deducting the developer's loan from the HDA. This

will mitigate project abandonment by fraudulent developers who borrow money from the bank on the security of the purchaser's property and same time received the purchasers instalment paid into his another account.

### Conclusion

The goal of abridging LCH demand-supply gap can be achieved, but the necessary ingredients should be put in place. The Malaysian Government should know that only government cannot achieve this task, hence investors are needed. Investors can work in difficult environments in the short-term if there is convincing evidence that reforms that will improve the investment climate will be implemented as quickly as possible. The legislation that will review the land laws and improve the investment climate can be achieved by studying what other countries have done in terms of international best practices. Thus, the goal of ensuring macroeconomic stability, Malaysian Government provision of mortgage insurance to all (both formal and informal LIEs) to gain access to finance to buy a home cannot be overstressed. If Malaysian Government sincerely implements these suggestions, then, this paper would have birth useful and practicable policies, life-impacting development and solved problem confronting humanity, hence the need for further research to test the suggested mechanisms.

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## The Transformation of Affordable Housing Provision Policy in Johor

Norshafadila Ngadiman & Khadijah Husin

Development of Real Estate, Faculty Geoinformation and Real Estate, Universiti Teknologi Malaysia,

Email of corresponding author: shafadiman@gmail.com

State governments are given flexibility in forming housing policies based on demand and suitability of locations. Johor Housing Policy was formed in 1997 and re-enacted in 2012 branded as Johor Affordable Housing Policy (*Dasar Perumahan Rakyat Johor*). Changes of a public policy are a condition that requires a legal or policy reviewed to monitor its effectiveness from time to time. Johor housing policy transformation performed in order to overcome the problem of excess low-cost houses because of several factors such as invalid target group of buyer, non-strategic location and unsatisfied design of housing. Affordability housing issues in Johor is a reflection of mismatch between the supply and demand of housing due to net enhancement of households. In addition, the increase rate of household income is slower than the house price. Therefore, state authorities evaluate the previous housing policy to tackle affordability issues to ensure people of Johor can own a house per family by year 2020. This study will identify the transformation of Johor Affordable Housing Policy by reviewing Johor's background affordability to own a house and how the changes of housing policies could solve the problem of housing ownership. The compulsory provision of forty percent of affordable housing in each housing project construction shows that the housing policy changes made turned out to bring positive impact to the ownership of affordable houses in Johor.

**Keywords:** Housing Policy, Policy Changes, Affordable Housing

### 1. Introduction

Provision of affordable housing remains a nation priority and the affordability problem, itself, with regard to housing market is one of the most controversial issues within most developed and developing countries. In Malaysia, provision of affordable housing is one of the main agenda by relevance authorities to ensure social-economic stability and to promote nation development as well as a part of benchmark towards developed country status is the tranquility of the people including the provision of adequate housing (Malaysian Well-Being Index, 2012). As Beer (2007) stated, the adequate and affordable housing is an endless global challenge. Majority of previous researchers argued that affordable housing is determined by the level and the difference in house prices, household income per month and financing cost. The problem of affordable housing can be seen based on the implementation of housing policies in each stage started from poverty scenario; through facing up to a larger problem which is how to enter the housing market itself (Aziz *et. al.*, 2012).

The provision of affordable houses is based on the current economic climate and an ideal location (National Housing Policy, 2012). Woetzel (2014) and Samad *et. al* (2016) for instance, stressed that the economic and human cost involved on the ability of the housing is high which would effect on 330 million households around the world. Based on this trend, the number of households with insecure housing or financial problem due to expenditure is expected to exceed 440 million to 1.6 billion people by the year 2025.

Meanwhile, the ability of individual to buy a house is based on the household income. Arimah (1997) stated that household income is the main characteristic that should be evaluated



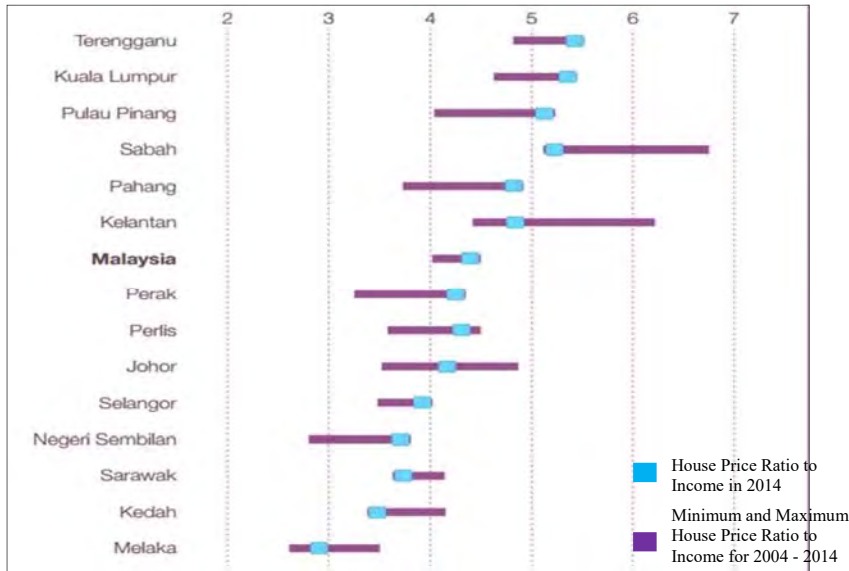
first in order to determine individual ability to buy a house. Whitehead (1991) also suggested that to find out whether someone is able to own a house or otherwise; by calculating the balance of the remaining income to buy the needs of household after paid an amount monthly to own the house. In addition, UN-Habitat also outlined two main components of finance capability to buy a house which are; (i) the cost of purchase the house, and (ii) the cost of maintaining the house, which influenced by property price, booking or advance fees, the amount of financing loan approved, as well as the ability to finance the property maintenance and commitment to repay mortgage loan every month.

In 2012, low income group in Malaysia is defined as household earning below RM3,000 per month while household below than RM6,000 per month is in middle income group (National Housing Policy, 2012). National Housing Policy (NHP) also noted the low income group in Malaysia calculated to 33.4 percent while middle income group calculated to 42.4 percent by year 2012. Couple reports prepared by the Economic Planning Unit (EPU), a total of 76 percent of Malaysians earning below than RM5,000 per month. Pan to the report by EPU and Department of Statistics whom conducted a survey on household income for Malaysian, averagely total income of a household by year 2014 is RM6,141 per month with the increase rate 10.3 percent per annum. On the other hand, the average of household income in urban area is RM6,833 per month compared to RM3,831 per month for in rural areas (Institute of Economic Research, 2014). Surprisingly, Bumiputera households are reported to have the lowest average income which is RM5,548 per month compared to RM7,666 per month for Chinese and RM6,246 per month for Indian as year 2014. Plus, the average size of household is 4.4 person per house. If divided into strata, the size of rural household is larger; 5.1 person per house compared to 4.1 person per house for urban household. This means majority of rural residents are Bumiputera who face lower average income with bigger household size due to the fact that Bumiputera is the largest ethnic group in Malaysia which is 48 percent (Department of Statistics, 2014).

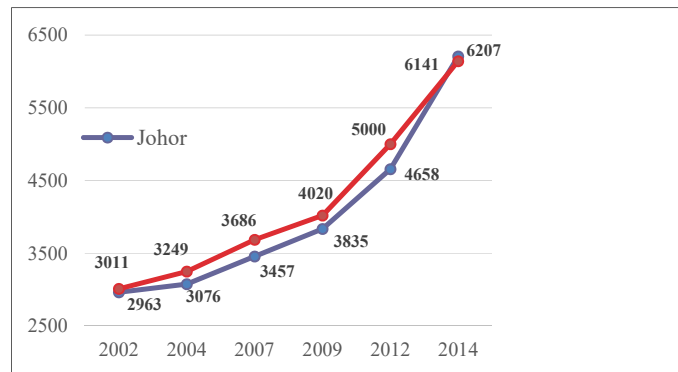
In 2015, Economic Report came out with the new terms of group income which are B40, M40 and H20. B40 is a group of earners who earn less than RM3,855 per month while group M40 is the earners between RM3,860 until RM8,319 per month. Group H20 is for earners who earn more than RM8,320 per month. Based on the financial report above, it is shown that the average of Malaysians and Bumiputera (especially) earners belong to the groups of B40 and M40. In addition, Khazanah Research Institute expressed in a study in 2015, a total of 65 percent of the Malaysian individuals earning below than RM3,000 per month (B40). This means the majority of earners still being on the same class since 2012. Within four years Malaysians income has not yet been so satisfactorily increased which is cause to the low purchasing power of house. Therefore, this paper focuses on scenario of housing affordability in Johor and how housing policies changes is a solution of affordability problem in order to help people of Johor own a house per family by year 2020.

## **2. Housing Affordability and Price**

Based on Department of Statistics (Malaysia) in 2014, Johor recorded an average gross income of households is RM6,588 (urban areas) and RM4,971 (rural areas). While the median income for the people of Johor is RM5,197 per month. This means that the middle-income household or M40 is majority group in Johor. In addition, through the multiple median price house indicator based on household income used by Khazanah Research Institute reported that housing indicator in Malaysia is at the level of 4.4 which is 'housing not affordable to own'. Meanwhile for Johor, housing indicator located at the level of 4.2 which is in serious stage of 'housing not affordable to own'. This shows that for a status of a State with vastly different from neutral affordable housing indicator which is at a level of 3.0 (Figure 1).



**Figure 1:** Affordability Housing Indicators Using Median Multiple for State  
Source: Department of Statistics (Malaysia), National Real Estate Information Center and Estimation by Central Bank of Malaysia



**Figure 2:** The Average of Monthly Gross Household Income in Malaysia and Johor (2002-2014)  
Source: Johor Structural Plan 2030 (Review), 2016

On the other side, house price reportedly increased every year. According to a Global Property Guide report, house prices in Kuala Lumpur are classified as the most expensive house prices in Malaysia with an average price RM497,535 per unit as of the end of the year 2012. Followed by are Sabah and Selangor which reportedly have an average price RM382,414 and RM372,499 per unit. These prices put Malaysia on the tenth most expensive houses in Asia after Philippines (<http://www.globalpropertyguide.com>). Based on the report of the Malaysian House Price Index (MHPI), the average house price in Malaysia increased by 8 percent per annum since 2011 (Table 1). While averagely, Malaysians is able to buy a house that costs less than RM300,000 based on 30 percent of net income per month (used for the housing loans commitment) with current loan rate was 6.6 percent.

**Table 1:** House Price Index and House Price in Malaysia (by Year) and in District Johor Bahru (2012)

Year	House Price Index (2000 = 100)	Price (RM)		Type of Housing	Housing Area	Price (RM)
2000	100.0	138,712	SCENARIO OF HOUSE PRICE IN MALAYSIA (2000–2015) AND IN DISTRICT JOHOR BAHRU (2012)	Single Storey Terrace House	Kangkar Pulai (Skudai)	151,130.00
2001	101.1	140,507			Pulai Indah (Skudai)	157,879.00
2002	103.6	144,830			Mount Austin (Johor Bahru)	124,480.00
2003	107.7	150,705			Putri (Kulai)	137,700.00
2004	112.9	156,549			Lagenda Putra (Kulai)	146,900.00
2005	115.6	160,654			Taman Gemilang (Senai)	169,915.00
2006	117.8	165,111			Genting Indahpura (Kulai)	144,900.00
2007	124.0	172,464			Taman Daya (Johor Bahru)	173,230.00
2008	129.8	179,359		Double Storey Terrace House	Horizon Hill (Nusajaya)	774,180.00
2009	131.8	184,002			Dato' Onn (Johor Bahru)	313,480.00
2010	140.7	196,720			Mutiara Rini (Skudai)	272,000.00
2011	154.6	216,034			Sierra Perdana (Johor Bahru)	196,690.00
2012	172.8	241,591			Scientex (Pasir Gudang)	153,000.00
2013	192.9	266,304			Seri Austin (Johor Bahru)	315,996.00
2014	211.0	280,885			Bandar Putra (Kulai)	221,900.00
2015	228.7	302,716			Ehsan Jaya (Ulu Tiram)	397,800.00

Source: Malaysia House Price Index Report, Valuation and Property Services Department (2016) and *Setiausaha Kerajaan Negeri Johor (SUKJ)*, Housing Department (2012)

The details based on median multiple method implemented by the Khazanah Research Institute, a household is calculated able to own or buy a house with price that are not over than triple annual income. As example, in simple calculation, for low-income household (B40) who earns less than RM3,855 per month (RM46,260 per annum) able to buy a house less than RM138,780. Similarly, for middle income household (M40) who earns less than RM8,319 per month (RM99,828 per annum) able to buy a house for less than RM299,484. However in reality, the average market house price was at least RM302,716 per unit (see Table 1) by year 2015. This shown clearly why Malaysians still cannot afford to buy or own a house because of the targeted buyers is beyond the ability of the majority earners in Malaysia.

### **3. Factors of Transformation of Johor Affordability Housing Policy**

These factors are identified by research conducted by the state government of relevant low-cost housing for the low and middle income groups as well as income projections research carried out by Iskandar Development Regional Authorities (IRDA). The transformation of housing policy changes are on the following factors:

#### **3.1 The excess of low-cost houses**

The study found that the house offered does not meet the needs and requirements of the target group, such as the size of a unit and the location it was built. Even though there are many families from low and middle income group still do not have their own house, the needs and other unsatisfied reasons are the cause why the low cost housing was in a bubble situation.

#### **3.2 Invalid targeted group**

Through a projected income study by IRDA, more families will be migrated to the better status group which are medium-low income and middle income group. Therefore, Johor Affordable Housing Policy (JAHP) focused on the new target groups due to the lack of provision of affordable houses for medium-low and middle income groups. This study does not include other group such as young fresh graduator from higher education institution as well as those in other civil support staff which need other income projections studies.

#### **3.3 Buyer subsidies**

The existing mechanisms causing the subsidies for low-cost houses construction transferred to the purchaser of other type of properties. According to the 10th Malaysia Plan, usually government bears about 30 percent to 75 percent of subsidy from the total cost of the low cost housing construction. So that, the price gap between construction cost and selling price of low cost houses could recovered. Therefore, the current policy was to review the logical and bearable selling price for low cost houses in accordance with the current market price so that the subsidy could reduce.

#### **3.4 Pressure to the middle income group (M40)**

Most families in this group cornered as they are not eligible to buy the medium-low cost housing and more badly, they cannot afford to own a house (other than schemed houses) because the cost is higher compared to the income they earned. Through JAHP, qualification of buyers reviewed including providing Johor Affordable Housing (JAH) with controlled housing price.

#### **3.5 Circumstances which do not meet the needs of residents**

The study found that low-cost houses provided were not sensitive to the needs of the communities. Among the issues identified were the size of the house is not proportionate to the size of the family as well as unsatisfied quality of built houses and impracticable design. Therefore, state authorities proposed the current policy to make affordable housing supply more sensitive to the changing demands.

#### **3.5 The bad image of some low-cost housing area**

The lack of maintenance and care often plagued low-cost housing image. Thus, the need of low-cost houses maintenance besides a comfortable and safe environment are the several important components that is included in developing affordable houses.

### 3.6 Non-strategic location

Low-cost houses are often developed in areas far from urban or business area. This is causing the problem of accessibility to residents of low-cost houses. The residents were forced to spend more in order to access and exit from their residence. JAHP added an obligation to build affordable houses in area that offers employment opportunities and nearby to the public transport facilities.

## 4. Exploring Johor Affordability Housing Policies (Previous and Current)

In Principle 3 (Core 1) in the National Housing Policy (NHP), State Governments are given flexibility in determining the quota of low-cost houses to be built in the mixed development projects depends on the suitability of location and demand (National Housing Policy, 2012). Johor government stipulated the quota of low-cost housing and affordable housing amounted to 40 percent, slightly higher than the original quota from Federal government which is 30 percent. The adjustment of the quota provision of affordable housing taking into account the aspects of buyer's affordability, demand and the width or the number of houses in the development projects (Action Plan of National Housing Policy, 2012).

### 4.1 Previous Housing Policy (1997-2012)

The formation of the previous housing policy focused on the provision of low-cost housing and affordable housing. State government has formed a housing policy in 1997 which is applicable to housing development for more than 5 acres with the requirement of low-cost and medium houses development as much as 40% from the total development (30 percent of low-cost houses and 10 percent medium-low cost houses). This policy is formed by take into consideration the income of people of Johor at that time, where the majority of them earned below than RM3,000 for a household. However, there were other requirement for development project less than 5 acres as explain in Table 2 below:

**Table 2:** The Requirement of Low-Cost Housing Development

Requirement	Quota of Affordable Housing
Housing construction > 5 acres	40% of affordable housing
Housing construction 3 – 5 acres	20% of affordable housing
Housing construction < 3 acres	Exceptional

### 4.2 Current Housing Affordability Policy (2012 and onward)

Due to the problems occurred while implemented the previous housing policy, state government has taken the initiative to re-enact the existing housing policy in April 2012. The objective of the implementation of JAHP is to provide a comfortable, conducive and affordable housing for low and middle income, thus reducing the pressure to the group that not eligible to apply affordable housing before which is the medium income earners (M40). At the first stage of implementation, state government focused on Flagship A area which are Nusajaya and Johor Bahru. In 2015, state started to apply the policy outside than Flagship A area including rural area. Current policy does not change the quota of affordable housing development which is still 40 percent of total development. The changes were made by focusing into middle income group (M40) as explained in Table 5.

### 4.3 The Transformation of Previous and Current Johor Housing Affordability Policies

Basically, a policy changes is a result of a process of monitoring legislation, where the

policy is reviewed to see its effectiveness in short and long period. Policy changes made in accordance with the requirements of legislation and the current state. In another form, there are also policy changes occurred in the bureaucracy. Policy changes was more prevalent than the termination of policy (Hussain, 2008). There are some form of policy changes, namely: i) adding changes to existing policy (incremental changes); ii) the enactment of new statutes in some policies; or iii) the transition of public policy as a result of rebalance the elections (realigning elections). For the case of changes in affordable housing policy in Johor is made based on the requirements of current legislation the provision of housing and the current state of the middle income group who need more affordable houses compared to the low income group.

A comprehensive changes of housing policy were made such as dismantling the house branding, the quota of each type of affordable housing, the extensive of width each unit, the ceiling of house price, the eligibility of application, the target group of buyers and the quota of provision programmes as shown in the Table 5 as below:

**Table 3: The Changes of Johor Affordable Housing Policy (Previous and Current)**

Type of Changes	Johor Housing Policy (1997-2012)	Johor Affordability Housing Policy (2012 till current)
<b>Rebrand of Housing Programmes</b>	Low-Cost Housing (LCH)	Johor Community Housing A (JCH A)
	Medium-Low Cost Housing (MLCH)	Johor Community Housing B (JCH B)
	Medium Cost Housing (MCH)	Johor Affordable Housing (JAH)
<b>Percentage of Quota (%)</b>	LCH – 20%	JCH A – 5%
	MLCH – 8%	JCH B – 10%
	MCH – 8%	JAH – 20%
	Medium Cost Shop – 4%	Medium Cost Shop – 5%
<b>Area (Width)</b>	LCH – 680 kp	JCH A – 720 kp
	MLCH – 750 kp	JCH B – 850 kp
	MCH – 850 kp	JAH – 1,000 kp
<b>Price (RM)</b>	LCH – RM35,000	JCH A – RM42,000
	MLCH – RM50,000	JCH B – RM80,000
	MCH – RM80,000	JAH – RM150,000 - RM220,000
	Medium Cost Shop – RM150,000	Medium Cost Shop – RM150,000 - RM200,000
<b>Eligibility of Application (Not Exceed Than)</b>	LCH – RM3,000	JCH A – RM3,000
	MLCH – RM3,500	JCH B – RM4,500
	MCH – RM4,500	MCH – RM6,000
<b>Target Group</b>	28% - low income group 8% - middle income group	15% - low income group (B40) 20% - middle income group (M40)
<b>Quota Provision</b>	Low Cost and Middle Cost Housing	Low Cost and Affordable Housing

Based on the table above, JAHP to expand the percentage of affordable homes to middle income earners who are having problem not eligible to buy low-cost house before and cannot afford to buy house priced above RM250,000 per unit. Percentage of medium cost houses previously amounted to 8 percent was increased to 20 percent with the introduction of Johor Affordable Housing (JAH) targeting the middle-income group or M40.

## 5.0 Conclusion

Johor aiming for 60,000 units of affordable house (JCH A, JCH B, JAH and medium cost shops) has been built by year 2020. As in 2017, 66,482 units was registered and 5,248 units were ready for occupancy. In addition, a total of 15,139 key recipients of affordable housing has been approved. The efforts shown seriously by Johor in ensuring all residents of Johor could own a house by year 2020. Even though for the first three years of implementation Johor quite slow in catching up the timeline as planned, starting 2016 Johor committed by speeding up the construction of affordable housing with few exceptions given to government developers to cover the slow progression in the past.

In conclusion, the transformation of housing policy provide the benefits to the urban residents especially to the group M40 earners to have their own comfortable and conducive house with affordable price. The existence of affordable housing contributes geographical and geoeconomics impacts with the entry of immigrants from outside of the city which is mainly are Bumiputera. However, state government of Johor is advised to evaluate the unsold of non-affordable housing too since it was expected an occurrence of property bubble in future. New build cannot be the total solution for improving housing affordability. Therefore, it is important for policy-makers to investigate the use of the existing housing stock to alleviate affordability problems since most housing transactions relied on demand and supply of housing. An evaluation for every ten years is much needed so that housing supply is more sensitive to changing demands and affordable to own based on the current state.

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## **The Significance of the Traditional Courtyard Components of Shophouses in George Town, Penang Malaysia**

**Akram Zwain & Azizi Bahauddin**

School of Housing, Building & Planning, Universiti Sains Malaysia

Email of corresponding author: idazusm@gmail.com

### **Abstract**

A courtyard is an architectural design component commonly applied in tropical buildings for its social and environmental purpose. The traditional courtyard shophouses in George Town, Penang in Malaysia were influenced by the eastern and western cultures. The city of George Town was added to the UNESCO's world heritage list in 2008 to acknowledge its rich cultural heritage that constitutes of unique architectural and cultural townscape along the Straits of Melaka. In many researches, the style of shophouse (eclectic style) will be called for a building that is greater than hundred years. They are rich in design and art components featured in its architecture that is still surviving until today. This unique type of structure clearly shows the influences of Chinese, Malay, Indian and European styles; matured and merged together in response to the local environment. From the Chinese influence, in the courtyard was introduced. The courtyard is a significant typological element in a shophouse. In George Town, the traditional courtyard shophouses have characteristics that are appropriate for the local region. However, most traditional shophouses faced alterations and deterioration and become a major concern in Penang. In addition, there has been a tendency proven since over thirty years ago of excessive replacement the traditional courtyard houses with multi-storey buildings. All of these have seriously affected the cultural continuity of the traditional shophouses form. This paper employed the qualitative research approach that obtained data from the observation and secondary sources to understand the design of the traditional courtyard architectural components of shophouses. The findings of the research point towards the understanding of the significance of the traditional courtyard, environmental aspect and design variants of shophouses.

**Keywords:** Courtyard Function, Design Variants, Environmental Aspect

### **Introduction**

A courtyard is an architectural design element commonly applied in tropical buildings for its social and environmental. However, effort to examine its usage and design variants is limited. This paper focuses on the application of courtyards in the context of traditional courtyard architecture of eclectic style shophouses of George Town, Penang. The courtyard shophouse patterns could be found in many parts of Malaysia, but the most typical forms are those located in two Old Heritage Cities in Penang and Melaka, since over two hundred years ago. Furthermore, these cities were successfully added to the UNESCO's world heritage list in 2008 to acknowledge its rich cultural heritage that constitutes of unique architectural and cultural townscape along the Straits of Malacca. This traditional courtyard shophouse architecture depicts an exciting heritage, especially the courtyard styles and popularly known as the courtyard house. Nevertheless, the air well functions as an internal courtyard which is typical of residences all over China. In fact, it is rich in design and art components feature in its architecture that is still conserved until today. The Straits Eclectic Style came about during a prosperous era in the history of George Town in between the 1840s to 1910s. It was also during the period when George Town experienced an influx of Chinese immigrants. The paper concludes with an outline of means to optimise the significance of courtyard in architecture of shophouses.

## Literature Review

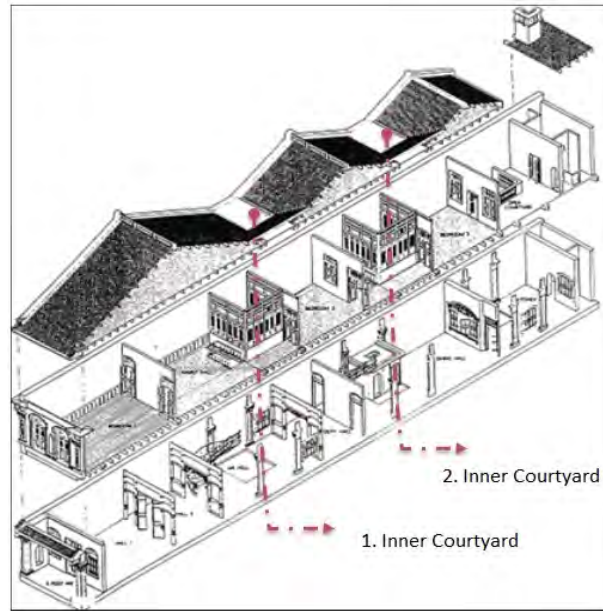
### Courtyard Function

A courtyard is a common architectural feature that has been applied for thousands of years in many parts of the world particularly in shophouses. Courtyards were often the primary meeting places for specific purposes including gardening, cooking, working, playing, sleeping (Edwards et al., 2006). As an open space within a cluster or urban fabric, courtyard fulfils various functions, social, leisure and microclimate. The importance of such a space was by their being located in central sites within the urban fabric or building. Surrounded by arcades and colonnades, paved, landscaped with water bodies, various plants, shade and light, they all played an important role in our social and working life (Meir, 2000). Moreover, courtyard as a space can provide climatic as well as visual or acoustic protection. The courtyard geometry as well as its material makeup should be considered in the design stage in order to provide the highest level of thermal comfort possible (Meir, 2000). In addition, the courtyard was developed to be climate responsive. Furthermore, the courtyard can be utilized as an appropriate place for promoting natural, healing environment. According to Rust (2010), architects could place healing components of nature in courtyards within the building footprint of shophouses, along with windows at the end of corridors to allow natural light to filter through to the public and private areas. Shade, water, trees and flowers, wind, pavement, and colours could induce positive effects towards the five senses of the human body.

### Courtyard Configuration

A courtyard does not have a fixed plan. Although the basic plan of a residential courtyard is usually rectangular or square, it can also be circular or curvilinear. Through history, this basic plan of the courtyard has been modified to fulfil many environmental aspects such as topography, site restriction, building orientation and function to create new shapes of courtyard such as U, L, T or Y (Das, 2006; Reynolds, 2002). However, the plan design in surfaces tends to be rectangular or square most often. In addition, the design form of courtyard can be fully enclosed (four sided), semi enclosed (three sided) or in some cases even two sided (Meir, Pearlmutter & Etzion, 1995). The courtyard form also has been applied in multistorey housing. Furthermore, the courtyard shophouse, a residential compound with buildings surrounding a courtyard on four (or sometimes three) sides, has been representative of housing patterns for over one thousand years (Liu & Awotona, 1996).

The early shophouses were narrow in its width and higher in height. Usually, the width will be around six to seven meters followed by thirty meters in length by which sometimes can be up to sixty meters. The narrow façade which is usually less than ten meters in width is due to taxation rules imposed by the British (Ahmad, 1994). They imposed the tax by the number of windows per façade. Shophouses were built side by side with a common party wall. The walls were built out of bricks and were plastered. One of the typical interior features is the courtyard (air-well), also known as the 'deep well', located inside the center of shophouses, is an interior courtyard space rising from a sunken well or sink to the roof eaves. The traditional courtyard shophouses are long internal spaces with no openings at the side of the shophouses require the use of several courtyards (air-wells) (Figure 1). It enhances ventilation of the shophouses and lights up the rear section to ensure a good air flow (Zwain & Bahaiddin, 2015).



*Figure 1: Axonometric Views of a Typical Shophouse*  
 Source: George Town Historic Cities of the Straits of Malacca Book

Courtyards of shophouses were originally designed to be fully open to the sky in order to function effectively as natural ventilation assisting in the natural evaporation of groundwater from the breathable walls and floor. Tan (2015) stated that at one time people began to install sliding roofs with polycarbonate sheet coverings. The effect is that air circulation and natural ventilation are reduced by at least 60 per cent, which may cause further problems to the building. Such installation often damage timber or roof eave features. Concerns for security have seen the introduction of timber and metal grilles at a high level. Again, this may cause damage to the original fabric and reduce the natural ventilation and the general well-being of the traditional shapes in the George Town city, Penang.

### **Methodology**

This paper applies a qualitative research method depending on observation through phenomenology documentation. The information collections such as visual data and secondary data are gathered. This will be supported by the architectural detail studies on the traditional courtyard shophouses (Malay: rumah kedai) built in between 17th to early 20th century. Not many other researchers investigate on the traditional courtyard shophouse. Most traditional shophouses faced alterations and deterioration and become a major concern in Penang, it is crucial to study the significance of the traditional courtyard, environmental aspect and design variants of shophouses.

### **Result of the Analysis**

#### **The Traditional Courtyard Architectural Components**

Traditional courtyard shophouses are analyzed within the city of George Town, Penang (north of Malaysia). A courtyard is a form of construction that have a presence since the humans started to build their houses (Bridson, 2012). Moreover, the courtyard is an architectural component that suits the local culture and local society (Knapp, Ong& Wang 2010). Furthermore, the elements

of interior space are the major entities that provide meaning to the overall space. Elements of the interior space define the space, thereby creating boundaries, and play an important part in defining the function of space. These elements provide identity and authenticity to the interior space (Tahir, Usman, Ani, Surat, Abdullah & Nor, 2005). The best examples of 17<sup>th</sup> to early 20<sup>th</sup> century architecture for courtyard shophouses in Malaysia can be seen in the cities of Penang and Maleka (Khoo, 2007). Interior elements in traditional courtyard shophouses in George Town has not been adequately researched. To fill this gap, this study aims to identify the common interior design components in traditional courtyard shophouses in Malaysia in contrast to those of traditional courtyard shophouses in the old George Town city.

### **Courtyard Functions of Shophouses**

The traditional courtyard shophouses has been utilized for many purposes through the history of the George Town city in Penang, Malaysia. The courtyards fulfil five main functions. Courtyards were utilized as a garden, daylight element, ventilation system and playground (Figure 2), shows that almost all the courtyards are utilized as gardens as well as for daylighting as well as natural air purposes. These open-to-sky spaces may be backyards, small air wells and most commonly, internal courtyards. Depending on their size, these courtyards may be landscaped spaces for quiet reflection, places to dry laundry, vents for cooking fumes or toilet odours or spaces for any number of household activities.



*Figure 2: Air Well Improves Ventilation of Shophouse*  
Source: Architecture Department of Taylor's University, (2015).

Chinese strongly believe that water represents 'wealth' and hence they designed drain pipes in a way to force rainwater flowing around the house first before being discharged into the drain outside. This design ensures that wealth (rainwater) will circulate within the house for a long time spent. Some families have also constructed an indoor well to store rainwater, directed from drain pipes. The outlets of these drain pipes were often moulded into interesting fish sculptures. The first air well area also serves as a recreation place where families playing *mahjong* and *cherki* (card game in Hokkien) under the void. It leads into the ancestral hall on the ground floor (Elnokaly & Wong, 2015).

### **Design Variants of Courtyard**

The design variants of traditional courtyards of shophouses, such as its shape, size and details of the enclosing structure or walls of a courtyard vary among regions and functions and in some cases among houses or building owners. Semi enclosed courtyards are the common courtyard shape of shophouse buildings (Figure 3), shows that out of 3 traditional courtyards of shophouses, the most common geometric form is rectangular.

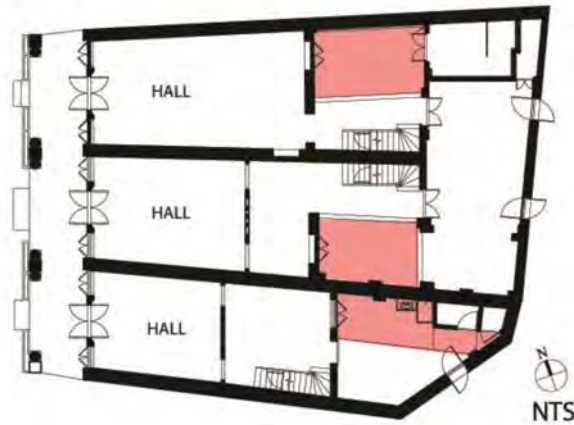


Figure 3: Locations of Air Wells at Ground Floor  
Source: Measured Drawing Lorong Ikan, Penang Group, 2016

### Conclusion

This paper has presented about the significance of the courtyard architectural shophouse style by which the uniqueness identity came through the vernacular authentic Chinese. It can be seen in the spatial layout, which strongly represented the ancient Chinese beliefs related with mainland dwelling. The research findings of this study has brought the author towards a significant understanding of the specific of traditional courtyard architectural components and cultural influences that govern the design of the traditional courtyard shophouses, concerning with functions and design variants of courtyard of eclectic traditional courtyard shophouses style, George Town, Penang. These shophouses are perfect example of architecture that fully utilized materials which are locally available such as lime, clay stone and timber. There are similarities observed between shophouses possessing architectural features such as air vents and courtyard (air well) that help to provide the building with natural cooling and its ventilation within the building itself. However, the massive urbanization has led towards the destruction of the built cultural heritage building as well as creating new challenges for the intangible cultural heritage. A traditional courtyard shophouse ought to revamp the presents of conventional structure in order to enhance the building performance toward greener design in parallel to support the sustainable development. As thoroughly discussed, the courtyard houses with major traditional features are here to stay. This is to ensure that the presence of shapes and its distinct architecture would be well preserved in the future. The only exception is that some changes are being (or are about to be) made to the old style of the courtyard houses, which is a reflection of the social and cultural changes. Apart from that, this could also be secured with the protection of World Heritage Site, UNESCO.

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## **Root Cause Analysis of Encumbrances Faced by Indigenous Building Contractors during Bidding in Nigeria**

**Andrew Ebekozen<sup>a&b</sup>, Angeline Ngozika Chibuike Nwaole<sup>c</sup> & Aginah Lawrence Ibeabuchi<sup>c</sup>**

<sup>a</sup>School of Housing, Building and Planning, Universiti Sains Malaysia

<sup>b</sup>Quantity Surveying Department, Auchi Polytechnic, Auchi, Edo State, Nigeria

<sup>c</sup>Quantity Surveying Department, Federal Polytechnic, Nekede, Imo State, Nigeria.

Email of corresponding author: ebekoandy45@yahoo.com

This paper intends to address one problem that is yet to be systematically examined. The focus is on the causal factors underlying the encumbrances faced by indigenous building contractors during bidding in Nigeria with a view to mitigating the hindrances and resultant effect of enhancing their business. To achieve this, data were collected via in-depth interviews and validated via secondary sources. Epistemology type of philosophical paradigm and random purposive sampling technique was adopted. Thematic analysis was adopted for the qualitative research and 2 themes were generated. Lagos State and Federal Capital Territory (FCT) were the locations covered. The participants were key practitioners (management and senior staff in procurement/estimating/tendering/bidding/contract administration department) in the contracting firms interviewed. A total of 16 firms were interviewed, eight from small and medium firms respectively. From the findings, all the participants agree that inability to bid for many projects, size of the project, location of the project, type of project, limited available personnel, the competition environment, lack of construction fund availability, and uncertainty of getting the job were identified as the major challenges facing indigenous building contractors in bidding performance. The study identified the root cause of each of the challenges and recommended that contractors should formulate right strategic plans, develop professionalism and innovative business strategies. Also, there is the need for building contractors to invest in talented staff, advanced construction technology, among others.

**Keywords:** Bidding Performance, Building Contractors, Encumbrance, Indigenous, Root Cause

### **Introduction**

In most developing countries in Africa, Nigeria inclusive, the building industry is a competitive commerce sector driven by the lowest cost mentality, maybe because of the level of poverty (Dulaimi & Shan, 2002). A large proportion of construction businesses in developing countries are small and medium sized, thus, one of the reasons why this paper is looking at indigenous building contractors that is within this group and emphasis will be on government projects. Mostly, these are indigenous firms and are often described as the growth engine of the construction industry (Ofori, 2007). There are two concepts of bidding in the construction industry: competitive and non-competitive bidding practice (Johnstone, Bedard, & Ettredge, 2004). Most building projects are let through competitive bidding, which requires that roles of the client and contractor be duly defined and documented. Bidding is a very complex decision requiring simultaneous assessment of large numbers of highly interrelated variables to arrive at a decision. These interrelationships are complex and intractable so that management expertise is mostly implicit and very difficult to be extracted and modelled, and because of this, contractors adopt various strategies to enhance their chances of winning projects. Competitive bidding is the route for obtaining a sizeable proportion of building project by contractors globally. Harris and McCaffer (2000) assert that bidding is said to be achieved in a fair way, set out to produce the lowest commercially viable tender price in the current market condition.

Min and Yean (2005) assert that construction bidding is the process of submitting a proposal (tender) to undertake, or manage the undertaking of a building project. However, bidding involves building contractors making strategic decisions as it concerns the financial, managerial, manpower and physical resources of the firm before considering embarking on the project (Odusote & Fellow, 1992). This process normally commences with the construction estimate prepared by the estimator of the construction firm. This is germane

to any building contractor and most noteworthy decisions that must be made by the building contractor's firm will centre on whether to bid (Egemen & Mohammed, 2007). The ability of contractors to address various bidding situations is an important ingredient for survival, particularly in today's competitive market. These different bidding situations together with the decision involved in the conversion of the estimate into a tender bid are often considered to be the most important step in the bidding process in the life of the indigenous contractor once a decision has been reached to bid. Hence, the need to evaluate the root cause of encumbrances faced by indigenous building contractors during bidding in Nigeria. This is an important dimension to these organizations on how they manage their ambitions within their complex commerce environment with a view to mitigating the encumbrances faced from the root and resultant effect of enhanced chances of indigenous building contractors' winning bid cannot be overemphasised. This research would birth useful and practicable policies and proffer solutions to the root cause of problems confronting indigenous building contractors bidding for jobs. The following objectives will assist to achieve this aim:

- i. To identify the root cause of the encumbrances faced by indigenous building contractors during bidding.
- ii. To suggest mechanisms to mitigate these encumbrances faced by indigenous building contractors during bidding.

Several research studies have looked into the subject of building contractors bid, both developed and developing economies, for example Bagies and Fortune (2006, 2009), Jensen (2011), Inuwa, Saiva, and Alkizim (2014), Ugochukwu and Onyekwena (2014), Inuwa, Wanyona, and Diang'a (2014), Inuwa, Mafimidiwo, and Iyagba (2015), Oyeyipo, Odusami, Ojelabi, and Afolabi (2016), Olatunji, Aje, and Makanjuola (2017). None of these studies have been able to identify the root cause of the challenges being faced by building contractors during bidding, both in the developed and developing countries. Only Bagies and Fortune (2009) attempted in the developed economies when they research on factors affecting the bid/no bid decision in the Saudi Arabian construction contractors yet it was impassive. Thus, they lack relevance. Hence, because of the importance of the developing economies and the uniqueness and complexities of business environments in developing economies, it is necessary to address this issue because the developing economies contribute nearly half of global wealth as reported by United Nations' World Economic Outlook (2015). Another important knowledge gap, which this study aims to bridge, is that previous studies on challenges faced by indigenous contractors often adopt questionnaire approach in data collection. Whereas Maunganidze (2013) opines that interview method of data collection allows the participants to express themselves freely without being confined in their responses during collection of data for the root cause analysis.

### **The Nigerian Indigenous Building Contractor**

The construction industry of any nation provides the driving force necessary for sustaining economic buoyancy. In Nigeria, Omole (2000) reports that the industry contributes an average of 5 percent to the annual gross domestic product and an average of about one-third of the total fixed capital investment. Many stakeholders are involved in this industry. For the purpose of this paper, indigenous contractors are Nigerian firms or companies owned by Nigerian that carry out construction works. Ugochukwu and Onyekwena (2014) assert that a contractor is a person(s) that offer their skills and services and accept the challenge of executing the works in exchange for financial reward. Inuwa, Wanyona and Diang'a (2014) gave a brief history of the concept of indigenous contractors came to limelight with the introduction of the Nigerian Enterprises Promotion decree of February 1972, and since then indigenous contractors have been playing an important role in the construction industry. An indigenous contractor in Nigeria is regarded as a person or private organization established under the Nigerian Enterprises Promotion Decree of February 1972 and has no other base or citizenship than Nigeria and its capital base and ownership is entirely Nigerian. With the level of corruption in Nigeria today, does this law still stand? Well, this is a moot point that will be addressed in another



paper. The firms of these building indigenous contractors range in size from the self-employed craftsmen known as jobbers who engage mainly in repairs and maintenance of buildings to the very large multinational or foreign-based construction company.

Standard Bidding Document (2011) states it categorically in the evaluation and qualification criteria that a bidder shall show having capital and experience adequate to meet the aggregate of the qualifying criteria for the work. Second, a bidder shall have a minimum level of financial capacity to be eligible for the performance of the works under the contract with average annual construction turnover as specified in the special instruction to tenderer (SIT). Third, a bidder shall have a construction manager with minimum years of experience as specified in the SLT and other key staff with qualification and experience as specified in the SIT. Fourth, the bidder shall own or have guaranteed through lease or hire of equipment in good working condition. The big question is “how many Nigerian indigenous building contractors can meet up with these conditions during bidding as specified in the Standard Bidding Document (SBD) (2011) during bidding in order for their bid to become successful? This is a food for thought. Sadly, the Nigerian indigenous contractor base is largely incompetent and inexperienced and these have affected them during bidding (Ogbebor, 2002). Sadly, Ogunlana (2010) opines that for this reason, the Nigerian Government still lacks confidence in its indigenous building contractors. Although this perception has since changed as some indigenous contractors now compete with their foreign counterpart both in technology and innovation.

Indigenous building contractors are generally seen as holding the greatest potential for increasing building industry capability and for general economic growth. Oyeyipo et al. (2016) surmise that the combination of the small and medium sized construction firms make up 90 percent of the total registered contractors in Nigeria. Thus, this is one of the reasons why this paper's emphasis is on small and medium indigenous building contractors. These indigenous contractors are characterized by under-capitalization, under capacity utilization, understaffing, and are generally managerially handicapped. All these variables are some of the encumbrances faced by them as identified by Oyeyipo et al. (2016). Over the years, the poor performance of this category of contractors has been a source of concern and worry particularly when compared with their foreign counterparts in terms of encumbrances faced during bidding, judging by the record of high number of bankruptcies in this group, poor quality work, mismanagement, diversion and embezzlement of project fund. Also, the general economic depression, high bidding failure rate, the survival and growth of indigenous contractors may be difficult, particularly in view of inflationary trends, the high cost of construction materials, the high cost of borrowing capital, government policy change in favour of deregulation. Researchers have observed that the Nigerian building industry is a remarkably complex business sector (Mafimidiwo & Iyagba, 2015). Therefore, bidding within the Nigerian building industry as an indigenous contractor is extreme; risks are high, uncertainty is rife.

Oyeyipo et al. (2016) reveal that financial capability of the client; project size and several competitors are significant when an indigenous contractor is making a decision to bid. While Olatunji et al. (2017) identified nature of the project, project size, and availability of equipment, core personnel, finance and cash flow arrangement and contractors' expectations regarding the rate of return on investment as significant factors. Mafimidiwo and Iyagba (2015) identified the problem faced by indigenous building contractors as high-interest rates from commercial banks, lack of capital equipment, lack of incentives from government to emerging contractors, lack of access to funding from commercial banks, and the inability of the company to compete with big construction contracts. Others are the inability to develop long term strategy, poor cash flow, lack of access and reliable information about the contract, bad debt, lack of confidence in business by clients, lack of management skills, poor contractor's attitude towards competitiveness, lack of experience and lack of professional advisors and consultants in the construction industry. Bahman-Bijari (2010) identified cost estimate, and mark-up uncertainties as the challenges faced by building contractors. The author asserts that the cost estimate uncertainty is because of errors in the bills of quantities, inflation, regulation changes, and

management interference. Williams and Wayne (2006) identified the problems facing bidders in construction as follows: inability to bid for many building projects, size of the projects, the location of the projects, type of projects, limited available personnel, the competitive environment, and reputation of the consultant. Others are lack of construction funding, shoddy bidding procedure, bid peddling/shopping, the uncertainty of getting the job, and lack of sound bidding strategy.

### **Methodology**

The aim of this paper is to investigate the root cause of encumbrances faced by Nigerian indigenous building contractors during bidding with a view to increasing their success rate in bidding. Thus, the expand-focus approach of the root cause analysis (RCA) was adopted, tailored to fit the topic at hand (Rein, Greaves, & Kirby, 2017). Root cause analysis is a joint term that explains wide ranges of approaches, and tools that branch out to finally expose the root cause through a systematic and well-structured methodology. The authors of this paper have gained experience with root cause analysis in some previous research where it was considered crucial to getting to the root of the problems. Based on this, it was hypothesised that similar approaches and tools would be suitable also for identifying and analysing the root causes for encumbrances faced by Nigerian indigenous building contractors. Andersen and Fagerhaug (2006) report in Table 1 the summary of main steps and tools used in RCA as adopted in this paper. For the purpose of this paper, the RCA steps were followed. First, due to the peculiarity of the subject matter, a national literature survey was performed to create an initial pool of possible causes of encumbrances faced by indigenous contractors. The literature survey yielded a total of 45 potential causes. In a parallel route, a focus group meeting was conducted on 6<sup>th</sup> June 2017. It was attended by 6 famous representatives of indigenous contracting firms in Abuja and Lagos State. Purpose sampling technique was adopted in picking the participants. The aim of the focus group meeting was a brainstorming process with a view to creating an additional pool of possible causes of challenges faced by indigenous contractors. The participants were exposed to the previous findings from the literature survey. The brainstorming focus group meeting yielded 33 new causes in addition to the previous 45 from the literature, making a total of 78 causes.

Thus, the study went further to categorised, filtered duplications, and merged similar or closely related causes in each of the two groups (literature and focus group meeting) as adopted by Rosenfeld (2014). At this stage, the process left 32 causes of the 45, and only 23 causes of the 33, making a total of 55 causes. However, this list still included some overlapping, some cases similar and hence, qualified to be called direct causes but not root causes. Then, it went through the second phase. At this stage, the root causes were extracted and refined from the combined pool of 55 causes. The process ended up with a final list of 18 independent national root causes. It should be noted that most of the 18 root causes appeared in both initial pools (literature survey) and focus group meeting. Hence, they are qualified to be called universal root causes faced by indigenous Nigerian building contractors during bidding. The final stage of the research pertained to further investigation to distinguish between the vital few significant and the remaining, not significant root causes. The ranking was done with the aid of structured interview questions among 16 firms (5 participants per firm and one participant per section: administration/management, engineering/building, construction/field engineering/operational, technical/logistics, and estimating/contract administration) within Abuja and Lagos State based on their professional experience, with a view to selecting the most frequent 5 root cause from the 18 identified in the structured interview question and suggest any other ones if any. A random purposive sampling technique was adopted because it gives a platform for identifying a population interest. A total of 80 participants were involved in the study, from June to July 2017. Rosenfeld (2014) approach of using Pareto chart to finding the vital few was adopted in this paper. It identified six conspicuous vital few root causes, in two different categories (1, 2, 3, & 4, 5, 6).

**Table 1:** Root-Cause Analysis Main Steps and Tools

Steps	Main tools	Instrumentality of the tool
Problem understanding	Flow chart	Portrays the flow of activities in a process
problem	Critical incident	Helps in understanding the most symptom of a
Brainstorming solutions	Brainstorming	Generates ideas—suitable for finding multiple
Data gathering sample	Sampling	Collects data about a large group based on a smaller
respondents	Surveys	Collects qualitative and quantitative data from
Data analysis	Histograms	Displays distributions and variations; clarifies the data
distribution	Pareto chart	Assists in finding the vital few; provides a skewed

**Source:** Andersen and Fagerhaug (2006) as modified by the authors

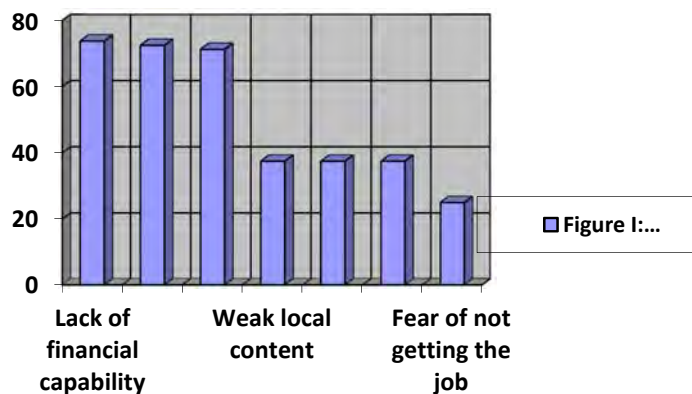
### Findings and Discussion

The findings and discussion are discussed in this section. As detailed in the methodology section, the expand-focus principle adopted in this paper led to the steady convergence from a list of 78 initial causes to merely 18 independent national root causes. Table 2 reveals these 18 root causes. Based on the fact that 18 causes are too many for effective simultaneous treatment, for easy identification in terms of significant, they were ranked as revealed in Table 2 via a cross-sectional survey interview. A total of 80 participants answered the structured interviewed questions properly because they were chosen purposively by the authors and are all authority in bidding with vast experience. Figure 1 shows a Pareto Chart of some votes (1-7) in descending order in terms of rank. The following 1<sup>st</sup> three of the 18 causes evidently stand out in the ranking, that is banks unwilling to loan working capital, insufficient equipment and non-availability of specialist equipment, and weak macroeconomic environment (high inflation and interest rates). These 1<sup>st</sup> three causes are perceived highly importance by the participants, and thus to its relative share in the encumbrances faced by Nigerian indigenous building contractors. There is need to state here that this may not be an accurate

**Table 2:** The National Root Causes with the Participants' Answers

Nos	Cause	Nos of Votes	Percentage	Rank
1	lack of financial capability (undercapitalization & one-man business setbacks)	59	73.8	1 <sup>st</sup>
2	Insufficient equipment and non-availability of specialist equipment	58	72.5	2 <sup>nd</sup>
3	Weak macroeconomic environment (high inflation and interest rates)	57	71.3	3 <sup>rd</sup>
4	Weak local content implementation (SBD- Anti-indigenous)	30	37.5	4 <sup>th</sup>
5	Lack of technical expertise because of weak currency and inability to pay	30	37.5	4 <sup>th</sup>
6	Bribery and corruption (Indiscipline, greed, and reckless spending)	30	37.5	4 <sup>th</sup>
7	Fear of not getting the job and ability to pay by the client	20	25.0	7 <sup>th</sup>
8	Fear of continuity of government	14	17.5	8 <sup>th</sup>
9	Unrealistic cost estimate/mark-up (lack of consultation with experts)	14	17.5	8 <sup>th</sup>
10	Government prefers large and foreign companies because they are reliable	14	17.5	8 <sup>th</sup>
11	Personnel job insecurity	13	16.3	11 <sup>th</sup>

12	No capacity to coordinate many jobs	12	15.0	12 <sup>th</sup>
13	Lack of systematic planning before bidding	11	13.8	13 <sup>th</sup>
14	Restriction to certain zone because of size of firm	10	12.5	14 <sup>th</sup>
15	Fear of regulation changes	9	11.3	15 <sup>th</sup>
16	Politic in the award of contract (politicians interference)	8	10.0	16 <sup>th</sup>
17	Fear of diversion of project fund	6	7.5	17 <sup>th</sup>
18	Unwilling nature to change to new mechanism of bidding a construction	5	6.3	18 <sup>th</sup>



measure; however, it is still a good indicator based on the perceived assessment of the experienced participants. Serial number 4 to 6 were ranked 4<sup>th</sup> position concurrently because they had same percentage (37.5%). The fear of bribery and corruption, being ranked 6<sup>th</sup> as encumbrance faced by the indigenous contractor is an indication that corruption is probably a norm in the system. Twenty-seven of the participants agreed that a percentage is factored to their mark-up to cover for a bribe if eventual the contract is awarded to them. This again is a confirmation of President Buhari Mohamadu, (President of the Federal Republic of Nigeria) statement that says “if Nigerians refused to kill corruption, corruption will kill Nigeria”, as confirmed from news print. This is saddening and too bad for a developing country like Nigeria. It is interesting to note that no cause remained un-voted for, the fewest was 5 (unwilling nature to change to a new mechanism of bidding and construction). Findings also reveal that there is a relationship between the significant encumbrances faced by Nigerian indigenous building contractors and significant factors affecting the bid/no bid decisions by Oyeyipo et al. (2016) and Olatunji et al. (2017).

Based on these findings, there is the need for Nigerian Government as a matter of urgency put machinery in place to create a stable macroeconomic environment. Two, the Nigerian National Construction Policy should be strengthened to enhance the institutional and technological advancement of indigenous building contractors’ capacity in training and retraining of staff. Reorientation of Nigerians starting from the top-down (leaders-to-followers) is long overdue to fight this cancerous disease called “bribery and corruption”. The fear now is that the presumed present federal government that seems as “righteous” are facing series of alleged corruption issues from the top government officials, just to mention few examples: Chief of Staff to the President (contract for cutting of grasses), Executive Secretary to National Health Insurance Scheme (nepotism, workshop fees for staff, contract award), as reported in the news print, although placed on suspension and later dismissed without trial as at today 1<sup>st</sup> November 2017. This is saddened.

## Conclusion

There is need to encourage Nigerian indigenous building contractors because no one will patronise them if the government does not lead by example, after all, the multinational and foreign based companies started same way too. However, with appropriate measures implemented and adhered to, the indigenous contractor

would be better equipped and overcome major encumbrances faced during bidding. This would translate to having sufficient quantity of indigenous contractors to deliver building projects within a reasonable or pre-planned cost, time and quality, which in turn will curb project abandonment and cost and time overrun and result to job creation for the unemployed youths. Also, they (indigenous contractors) would be able to compete favourably with their foreign contractors or expatriates during bidding to achieve project success.

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# **Student's Perception on Walkability Performance of Campus Facilities: a Case study of UiTM Perak, Seri Iskandar Campus**

**Farid Al Hakeem Yuserrie<sup>a</sup>, Sayed Muhammad Aiman Sayed AbulKhair<sup>a</sup>  
Muhamad Azrul Azwan Azman<sup>b</sup> & Wan Rabiah Wan Omar<sup>b</sup>**

<sup>a</sup>Department of Architecture, Faculty of Architecture Survey and Planning, University Teknologi MARA, Perak Malaysia.

<sup>b</sup>Department of Town and Regional Planning, Faculty of Architecture Survey and Planning, University Teknologi MARA, Perak Malaysia.

Email of corresponding author: farid933@perak.uitm.edu.my

This study is trying to investigate the perceptions of student in term of walkability performances of campus facilities in UiTM Perak, Seri Iskandar Campus. For the past few years, UiTM Perak has been promoting "Experiential Learning in A Green Environment". One of the main component to achieve green environment is walkability. Walking has been a part of an everyday routine for students in Malaysian universities. Almost every university in Malaysia is built in a complex compound. Therefore, walking is a must for moving from one point to another. Walking as mode of transportation will promote good health and a sustainable environment. The pedestrian and walkway seem to be lacking and not well maintained. This has been an issue for the students who live in the campus, when they need to walk from their residential block to their academic block as they tend to walk on the street rather than on the pedestrian. This study incorporates two methodologies, based on quantitative and qualitative method to justify this situation. Data collected via questionnaires from 200 students of UiTM Perak, Seri Iskandar Campus who reside on campus. For qualitative method, a visual study was conducted to study in terms of visual perception. This study is expected to give a clear perspective to the university regarding the problems and what needs to be done for the future development of the built environment.

**Keywords:** User Friendly Pedestrian, Walkability, University Planning, Green Environment

## **1. Introduction**

The issue of sustainability has been addressed in most universities around the world. The importance of sustainable development can be seen on many campuses where many universities have established the 'green campus' (Isiaka et al. 2008). Nowadays, most universities find it is crucial to provide a conducive learning and living environment for the students. "Implementing and integrating Green agenda into campus planning and design can provide several advantages such as minimized land used, reduced vehicle reliance, reduced resource consumption and pollution, encourage the use of public transport, walking and cycling, increase accessibility to facilities and service areas, more efficient provision of infrastructure and utilities, and re-develop used area" (Burton, 2000). From this notion, campus walkability is one of the main components in achieving the status 'green campus' where walking become 'green transportation' in a green campus (Makki et al., 2012).

### **1.1 Study Background**

The study was conducted among students at Universiti Teknologi MARA Perak, Seri Iskandar Campus. It is located within Bandar Baru Seri Iskandar, approximately 37 km from Ipoh. The size of the campus consisted is 392.36 acres with approximately eight (8) thousands of students and one (1) thousand staffs. The campus is divided into 4 zones, which are administrative, academic, college and recreational facilities (Figure 1). All these zones are connected by pedestrian walkways and vehicular roads.



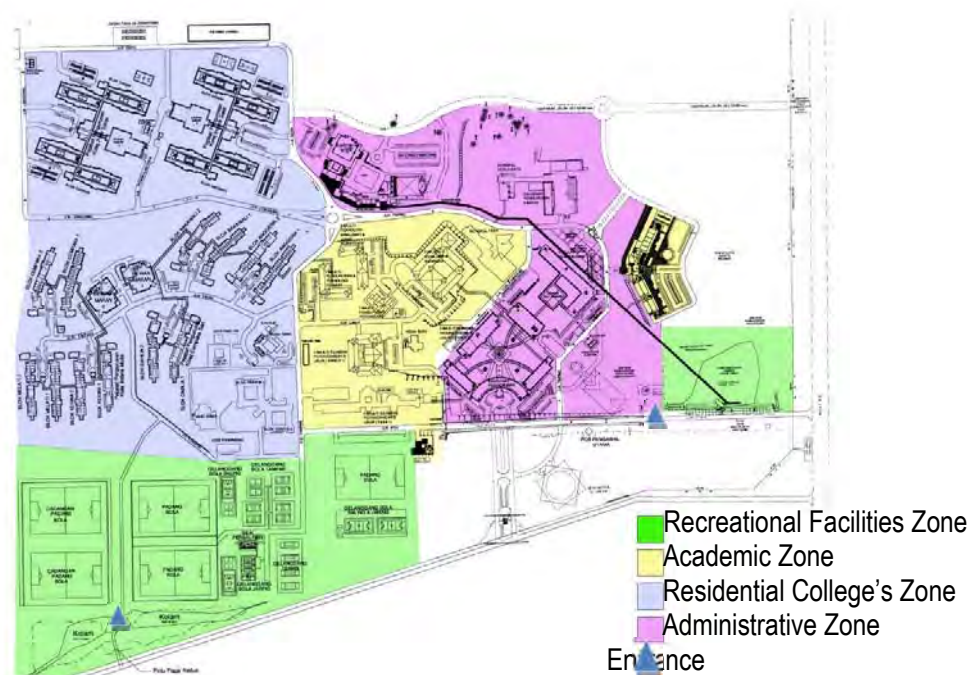


Figure 1: The Layout of UiTM Perak, Seri Iskandar Campus

The college zone comprises of 18 apartment housing catering approximately 7000 - 8000 students at a time. Meanwhile, the academic zone consists eight (8) blocks. These academic blocks occupied by two faculties, namely *Fakulti Senibina, Perancangan dan Ukur* (FSPU) and *Fakulti Seni Lukis dan Seni Reka* (FSSR). The development of this campus was done by in several phases. This campus can be considered as a well-planned development, whereby zones demarcation can be clearly seen in Figure 1. The academics zone is considered as the main area, located in the centre surrounded by three other zones.

### 3. Literature Review

#### 3.1 Campus Sustainable Planning

The sustainable campus can be considered as a development that response with the present needs to enhance the quality of life and environmental, social and economic aspects are well-taken as future generation needs<sup>[66]</sup>. Mushtaha. In the aspect of accessibility on campus, ease of movement of users is measured from one place to another in the campus including offices and administrations, academic blocks, college and recreational areas. In the aspect of accessibility on campus, ease of movement of users is measured from one place to another in the campus including offices and administrations, academic blocks, college and recreational areas.

#### 3.2 Campus Walkability

Campus walkability plays significant roles in campus mobility planning. This is to accommodate the students need to move around within campus connecting colleges, lecture halls, recreational facilities, library, food court and cafes, and other facilities<sup>[66]</sup>. Walking instead of using motor vehicles help to reduce carbon footprint which leads living environment a better place to live. Walking is a green travel mode that



is helpful to the earth and the economy and can advance the strength of users.

### **3.2 Walkability Environmental Factors**

An environment such as availability of streets plays important factors in influencing walking activities. Lautso and Murole considered factors on walking under the influence of environmental factors. This model measures seven contracts namely system coherence, safety, comfort, convenience, continuity, security, and attractiveness. Furthermore, Faris. These qualities are related to walkways character depending on how a campus setting provides well-connected places. This includes the existence of multiple choices to various destinations, comfort, safe and the legibility of the walkways. Most walkways design elements have significant relationships with the ease of movement on the case study campus. All components of the first category, namely the connectivity of walkways including continuity, multiple choices, directness, and nodes design emerged as significant factors. In terms of the comfort when using walkways, design qualities included walkway width, the potential of walking away from the street, paving quality, separating pavement from the street by plants and the protection from weather effects were resulted as significant factors. Moreover, the safety of walkways represented by the conflict with vehicles also emerged as significant in this issue. . These qualities are related to walkways character depending on how a campus setting provides well-connected places. This includes the existence of multiple choices to various destinations, comfort, safe and the legibility of the walkways. Most walkways design elements have significant relationships with the ease of movement on the case study campus. All components of the first category, namely the connectivity of walkways including continuity, multiple choices, directness, and nodes design emerged as significant factors. In terms of the comfort when using walkways, design qualities included walkway width, the potential of walking away from the street, paving quality, separating pavement from the street by plants and the protection from weather effects were resulted as significant factors. Moreover, the safety of walkways represented by the conflict with vehicles also emerged as significant in this issue.

## **4. Research Methodology**

In order to understand and determine the student's perception on the walkability performances of walking facilities, data was collected with an application of two methods:

- i. Survey questionnaires
- ii. Visual study via student's observation and interview

### **4.1 Survey Questionnaires**

Survey questionnaires were developed to obtain the level of perception among students in term of the condition and performance of walking experiences in the campus. 200 questionnaires were distributed to the students who live in the residential college and also non-resident (NR) students. Both groups of students are the main users of walking facilities on campus as students who reside on campus will use the walking facilities to the academic block while NR students will have to walk from the designated student's parking facilities to the academic block. In Addition, students are considered 'clients' and are encouraged to criticize the activities of the campus and allowed to demand reform on environmental issues and sustainability (Dahle & Newmayer 2001; Nicolaidis 2006). Then, the questionnaires were tabulated by using SPSS software in order to analyse the data collections.

## 4.2 Visual Study and Interview

The data obtained from the visual study method would give a better understanding of the issue. The information was gathered by using photography technique. Images and photograph of the campus area during peak hour where a large number of students will walk from one place to another were captured and analysed. The observations were conducted on site in order to see the real issue concern in term of five walkability indicators, which are sidewalk width, Sidewalk Maintenance, Streetscape, Shading Devices, and Vehicle-emitted pollution (Keat, 2016). According to Ten Minutes Wide, Human Walking Capacities and the Experiential Quality of Campus Design by David Spooner, 10 minutes is an ideal amount of time to travel by walking. Thus, 10 students were asked to walk and observe any obstacles and restrictions during walking around the campus. They were expected to use the designated pedestrian on the campus. They also were asked to record the time travelled and also to capture images if they stumbled upon any obstacle that can influence their walking experience. Also, they were asked to photograph any features that caught their attention and eyes. After the walking task ended, the students were interviewed regarding their satisfaction with their walking experience. The interview was conducted based on three main categories, which are functional, aesthetical and experiential (Spooner, 2011).

## 5. Result and Findings

### 5.1 Survey Questionnaire

The questionnaires were distributed among student of UiTM Perak, Seri Iskandar Campus. The questionnaire comprised of 4 sections, which are Personal Details, Walking Background, Walking Facilities and Suggestion and Recommendation. Likert Scale was used where 5 is 'strongly agree' to 1 which is 'strongly disagree'. The results of the survey questionnaire were tabulated in Table 1.

200 survey questionnaires were provided and distributed to the respondents. 34.5% of respondents are male while 65.5% are female. 55% of the respondents are On-Campus residents and 45% are campus Non-Resident (NR). Based on the campus programme, 58% of the respondents are currently studying in a Studio-based programme while another 42% are Non Studio-based program. In term of their year of study, the highest participation came from the third-year students, with the percentage of 34.5% whereas the lowest participation is from the fourth-year students, on 12% percentage.

Table 1: Result of survey questionnaire among students of UiTM Perak, Seri Iskandar Campus on campus walkability

Scope of Study		Strongly Agree			Strongly Disagree	
Section A: Walking Background		5	4	3	2	1
i. Safety		23 (11.5%)	92(46.0%)	62(31.0%)	23 (11.5%)	92 (46.0%)
ii. Comfortable		16 (8.0%)	56 (28.0%)	89 (44.5%)	30 (15.0%)	9 (4.5%)
iii. Easy Walking		12 (6.0%)	62 (31.0%)	80 (40.0%)	35 (17.5%)	11(5.5%)
iv. Sufficient		11 (5.5%)	30 (15.0%)	73 (36.5%)	67(33.5%)	19 (9.5%)
v. Best Mode		15 (7.5%)	31 (15.5%)	73 (36.5%)	55 (27.5%)	21 (10.5%)
Section B: Walking Facilities		5	4	3	2	1
i. Well Maintained		8 (4.0%)	48 (24.0%)	88 (44.0%)	48 (24.0%)	7 (3.5%)
ii. Well Connected		7 (3.5%)	45 (22.5%)	80 (40.0%)	55 (27.5%)	12 (6.0%)
iii. Safe and Secure		13 (6.5%)	68 (34.0%)	81 (40.5%)	30 (15.0%)	6 (3.0%)
iv. Well Segregated		17 (8.5%)	59 (29.5%)	58 (29.0%)	47 (23.5%)	18 (9.0%)
v. Free from Obstacles		13 (6.5%)	46 (23.0%)	70 (35.0%)	52 (26.0%)	17 (8.5%)
Section C: Suggestion and Recommendation		5	4	3	2	1
i. Need more Pedestrian Walkways		99 (49.5%)	56 (28.0%)	37 (18.5%)	6 (3.0%)	1 (0.5%)
ii. Need more Zebra Crossing		51 (25.5%)	50 (25.0%)	60 (30.0%)	33 (16.5%)	6 (3.0%)
iii. Need more Shelter		156 (78.0%)	26 (13.0%)	13 (6.5%)	3 (1.5%)	1 (0.5%)
iv. Need more Linkages		141 (70.5%)	40 (20.0%)	16 (8.0%)	1 (0.5%)	1 (0.5%)

Based on Section A (Table 1), it can be concluded that most of the students feel that walking facilities in UiTM Perak, Seri Iskandar Campus, has been provided sufficiently for them. This is because most of the results show that the highest percentages of student's opinion were on the neutral side that includes all 4 indicators under walking background. Excluding the safety indicator, 46% of respondents agree that the pedestrian walkways are safe and another 46% s strongly disagree. This has brought to our assumption that not all students are provided with a safer pedestrian walkway that leads to their faculty compared to the others.

On Section B, the respondents were asked about the condition of the walking facilities. Using indicators, students were asked in regards to these aspects, which are on maintenance, connectivity, safety and security, segregation and obstacle. Out of 5 indicators, 4 of them received neutral as the highest result. The question regarding the pedestrian walkways as being well segregated from the vehicles was perceived as agreeable by the respondent, at about 29.5%. We can conclude that the respondents perceived walking facilities on campus provided are adequate.

On the final section, information regarding their feelings on the suggestion and recommendation that can be done to enhance the walkability performance on campus was gathered. 49.5% of the respondents strongly agree that they need more pedestrian walkways. A staggering percentage of 78.0% students strongly agreed that more provision of sheltered pedestrian walkways are required on campus. Next, 70.5% students strongly agreed on the motion that more linkages are desired on campus for their daily commute on campus. Last but not least, half of the respondents agreed on the implementation of more zebra crossings throughout the walking facilities on campus.

Hence, after analysing the results from the survey questionnaires, we came to a conclusion that most of the respondents were satisfied with the walking facilities provided on campus. However, there are also a lot of rectifications that can be implied in the future. This is portrayed based on the data in Section C where most students generally agreed on the suggestion and recommendation.

## 5.2 Visual Study and Interview

10 Students were required to walk from point A to point B (Figure 2). These walking paths were determined by the student themselves. This was to ensure the precise decision made by the students themselves in term of the walking path used on a frequent basis.

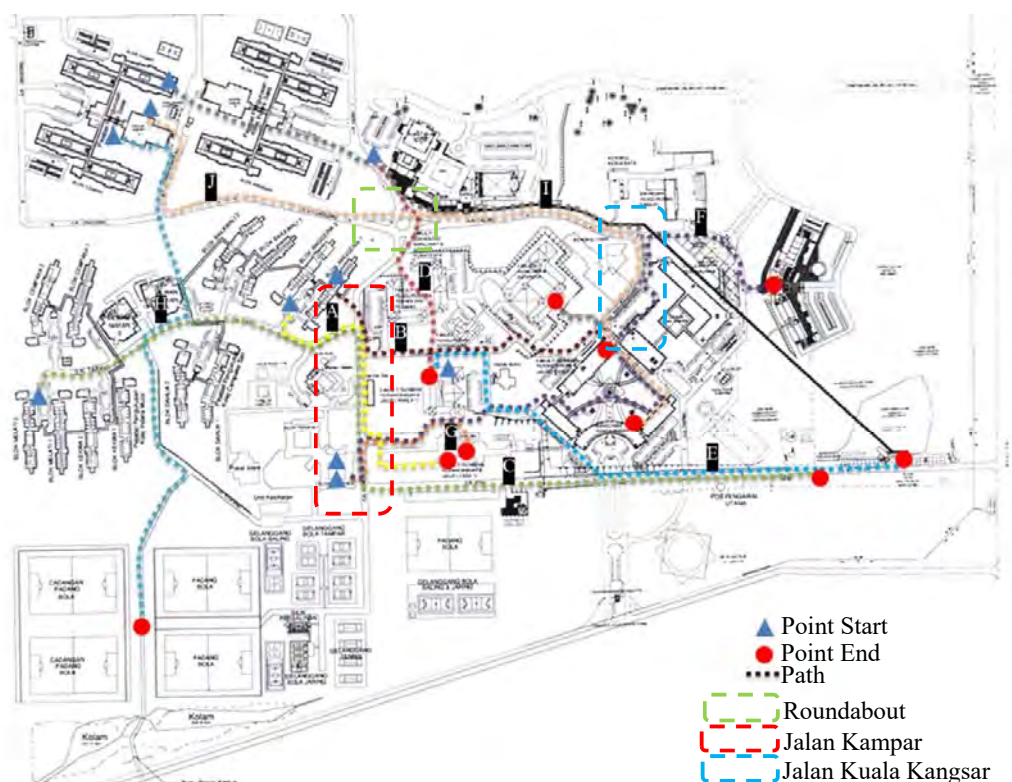


Figure 2: Walking path taken by the students in UiTM Perak, Seri Iskandar Campus

From the Figure 2 analysis, it is clearly seen that most of them used the designated pedestrian walkways. However, there are also a number of non-designated paths used by students to reach their destination. Evidently, students prefer using Jalan Kampar as their walking paths. Besides that, the roundabout and Jalan Kuala Kangsar were also frequently used (Figure 2). In term of time taken for every walking paths (Table 2), 60% students reached the endpoint 10 minutes or less, except for those using path C, E, G and J. According to David Spooner, the 10-minutes idea is very important in term of the human-scaled design standard. Thus, we can conclude that those four walking paths that recorded more than 10 minutes did not achieve the design standard as students would need to prepare and come out early from their respected resident in order to go to class. Students who live in Damar, Cemara, Kekwa and Cempaka Colleges tend to walk more to the academic blocks, especially to the FSPU QS Building (Figure 2, Walking Path G).

Table 2: Walking Path, Point Start and End, Duration

Walking Path	Point Start	Point End	Duration
A	Anggerik College	Main FSPU	6m 42s
B	Anggerik College	Annex 1 FSPU	4m 24s
C	Melati College	UiTM Main Gate	19m 46s
D	Pusat Islam	Annex 2 FSPU	5m 12s
E	Annex 1 FSPU	UiTM Lake	15m 16s
F	Teratai College	Main FSPU	3m 24s
G	Teratai College	FSPU QS Building	11m 51s
H	Cemara College	UiTM Field	8m 30s
I	Damar College	FSSR Workshop	9m 45s
J	Damar College	Administrative Block	15m 18s

Table 3: Result of student's interview based on their walkability experience

Experiential	Aesthetic	Functional
Uncomfortable due to the hot weather	Street Furniture	The pedestrian walkways were less maintained, muddy surface
Unsafe because need to share the path with motorized vehicular	Landscape and hardscape but very limited	The pedestrian walkways width are sufficient but obstacles reduce the performance
Uneasy to cross the road	Food Kiosk and booth	Uneven surface and dirty pedestrian walkways
Unclear with the pedestrian walkway direction	Pedestrian walkway pattern	Less linkage between pedestrian walkways, need to divert walking path depends on the condition
Need to be alert all the time	Gabion wall	Provision of covered pedestrian walkway was too little
Annoyed – clothes get dirty	Public Square	Drainage was not covered – create hazard
Feel Bored – Nothing interesting along the path		Less and hardly seen zebra crossing
Feel comfortable when walking underneath the sidewalk trees		It is time-consuming to use dedicated pedestrian walkways

From the data analysis of walking paths, the students tend to walk on unofficial pedestrian walkways. Students created their own path walking on the grass, the vehicular road and also walking within building corridor as using the designated pedestrian walkways are much more time consuming. It can be seen in path D, students choose to walk on the vehicular road (Figure 3(B) and 4(C)). Time of walking influences the student's decision on their walking path. The pedestrian walkways should be directive and efficient (Spooner, 2011).



Figure 3: (A) Pedestrian walkway filled with sandy soil and dirt at Jalan Lumut, (B) Students walks on the vehicular road at Jalan Lumut, (C) obstacles on the concrete pedestrian walkway at Jalan Tapah

After each of the students ended their walking sessions, they were interviewed focusing on their experiential, the aesthetic elements and the functional aspects of the pedestrian walkways. Generally, the feedbacks from students on experiential section were mostly negative. However, there was one positive point, the students feel comfortable when walking on the pedestrian walkways with the presence of sidewalk trees. The first point highlighted was the sense of hazard because they need to share the path with motorized vehicular. This shown in Figure 4(A) where there was no provision of a proper pedestrian walkway and the students need to cross and continue their walk on the road. This led us to the second point of the interview where the students felt uneasy when it comes to crossing the road. The crosswalks can be considered one of the most dangerous areas because there is where conflict happens with the motorized vehicular (Keat, 2016). One of the students interviewed felt annoyed because the condition of the pedestrian was too muddy (Figure 3 (A)) dirtying up student's clothes. The situation will get worse on rainy days because the pedestrian walkway will pile up with puddle and mud. The hilly area next to the pedestrian walkway contributes to the muddy condition.

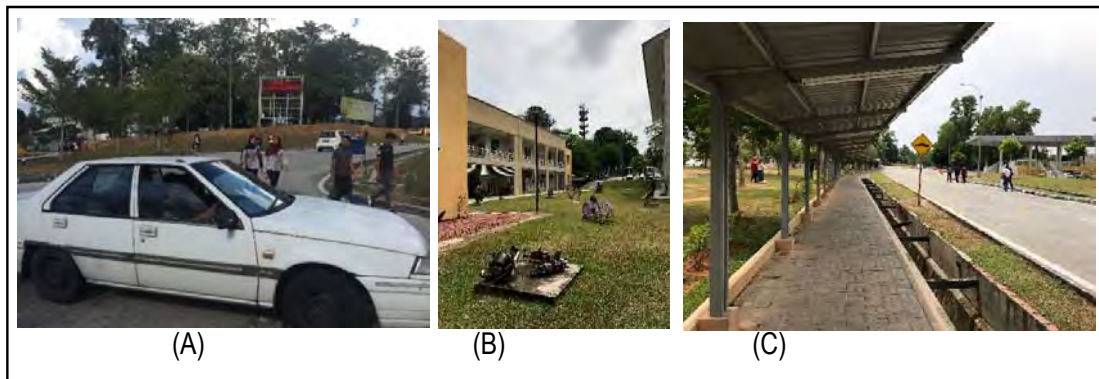


Figure 4: (A) Vehicle and people need to share the same road in Jalan Kampar, (B) Sculptures at FSSR academic block, (C) Covered pedestrian walkway at Jalan Taiping

On the aesthetic value aspect, most of the students agreed that the walking environment lacks hardscapes and landscapes. There are some efforts to place a landscape element on the pedestrian (Figure 3(C)), but the student felt the trees were placed in an inappropriate position. For instance, the trees along Jalan Tapah has created obstacles and reduced the width of the walkway. One of the students pointed out that the pattern of the pedestrian walkways was mediocre, no excitement and too bland. In contrast, there are several sculptures at FSSR academic block in the courtyard of the building. The

students suggested more of those sculptures need to be placed around the campus compound, strategically at the academic blocks area. In order to create an aesthetic experience, pleasurable, beautiful, and leisurely walks must be part of the consideration in designing pedestrian walkways (Spooner, 2011).

On the functional aspects, most of the students expressed their concern on the provision of the pedestrian walkways in the campus. Most of them felt that the number of covered pedestrian walkways are insufficient and need to be added. They did mention that the problem worsens during rainy season. The students who walked on Jalan Lumut stated that it was impractical to use the pedestrian walkway because it was covered with mud and the level of the pedestrian walkway is lower than the vehicular road. Due to the change of level and lack of maintenance, the student decided to walk on the vehicular road. The students that used Jalan Tapah did raise their concern on the functionality of the pedestrian walkway on accessibility aspect. The obstacles and interference on pedestrian walkway (Figure 3(C)) also posed as a problem to students on wheelchairs.

## **6. Conclusion**

This study shows necessary measures needs to be taken in order to overcome the issues related to walkability performance in UiTM Perak, Seri Iskandar Campus. It can be concluded that the provision of the pedestrian walkway on campus is adequate and sufficient but improvements need to be taken vigorously. Since UiTM Perak has been promoting "Experiential Learning in A Green Environment", it is crucial for them to learn from the best practice of other universities in term of campus walkability. Students are expecting a conducive and vibrant atmosphere on the campus. Therefore, revisiting the component of walkability is important in order to achieve them. Architects, designers and campus planners should take the component of walkability thoroughly in order to achieve sustainable and conducive campus environment in the future.

## **7. Acknowledgement**

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## Physical Informal Learning Environment on Campus Ground: A Review

**V. Ramu Nooriati Taib & Nor Fadzila Aziz**

School of Housing, Building and Planning, Universiti Sains Malaysia, 11800 Penang, Malaysia

Email of corresponding author: ramuvelusamy@gmail.com

Past few decades, there has been a raft amplifying interest in higher education institutions, nationally and internationally, in the creation of new types of learning environment supporting learner-centered or constructivist pedagogy. This paper reviews the effectiveness of the physical informal learning environment initiated by learners outside their formal lecture hours in higher education. The aim of this paper is to present a synthesis of 40 studies from 1979 to 2016 on physical informal learning setting on campus. Learning is the essential activity of colleges and universities. Commonly learning occurs in classrooms which identified as formal learning and sometimes its results from serendipitous interactions among individuals at transitional spaces which classified as informal learning. Space whether physical or virtual can have an impact on learning. Thus, it can bring people together, encourage exploration, collaboration, and discussion. Space can carry an unspoken message of silence which mentioned as the power of built pedagogy in colleges and universities. Nevertheless, the subject remains topical due to the dynamism of the variables, particularly the pedagogy, learning media, spaces, learners themselves and the study location. However, exploring the intermediate space as physical informal learning environment that affect students' performance and satisfaction in higher education remain crucial and decisive among educators and researchers. Therefore, there is a growing interest in higher education institutions, nationally and internationally, in the creating of new types of learning environment supporting learner-centered or constructivist pedagogy. Hence, The Next Generation Learning Spaces project team (NGLS) under Australian Learning & Teaching Council (The University Of Queensland), explored the interdependence of pedagogy, space, and technology to develop the Pedagogy-Space-Technology (PST) framework which permits institutions to develop new teaching and learning setting that will strengthen student engagement and enhance learning outcomes. This paper contributes to the paramount significance of the quality informal learning environment in order to accomplish functional obligation and cater for learner's emotional urgency for enthusiasm and touch of identity.

**Keywords:** informal learning, learning environment, built pedagogy, Next Generation Learning Spaces (NGLS), Pedagogy-Space-Technology (PST).

### 1. Introduction

Past few decades there has been a growing body of knowledge and working patterns as a new path to the design of learning space in higher education institutions. In fact, there are few factors interconnected in driving innovation and experiment in the design of learning space such as changing social patterns, generational change, a changing funding environment, new and emerging technology and the shift to a more learner-centered pedagogy (Velenti, 2002). Conventionally, three learning types of learning structure are incorporated in education system – instructional learning, practice based learning and informal learning. No doubt, instructional and practice based learning happened in campus environment and at work place. However, the informal learning may take place in the physical and virtual learning environments, within or off campus. As mentioned by Cunningham and Walton, (2016) the informal learning started way back in history over 50 years and happening at all education levels. Literature identified Loughborough University is developing for the first institutional estates strategy which considers how informal learning space should be developed and coordinated (Cunningham and Walton, 2016).

The phrase “learning environment” is frequently applied to the social, conceptual environment or psychological comparatively than to the physical learning environment or space (Cleveland, 2009). However rapid increasing figure in both educators and designer, opened the awareness of the important

role that physical space plays in education settings (Beare, 2000; Cleveland and Fisher, 2014; Ibrahim and Fadzil, 2013a). Studies shows that there are positive impact of physical environment on learners such as improving learning possibilities (Strange and Banning, 2001) and higher students engagement (Doppelt *et al.*, 2008). Generally, “the production of space through the interaction of the physical and social” (McGregor, 2004) has laid out how possibly pure physical condition of space absolutely perform in and interfere social relations. Comparable theorizing has imitated to blown-over what Fisher (2004) mentioned ‘deep spatial silence’ or ‘unconsciousness’ respecting the power of space and the significant on the school managerial structures and learning. Currently, university system is affected by many factors, in order to remain applicable by reacting to the demand for mass education, the challenge to produce quality graduates and the changing needs of the digital age learners. Previous studies have shown that learning environment exploration has much concentrate on social and psychosocial rather than physical environment (Aldridge *et al.*, 2012; Barry J. Fraser, 1991; Walker and Fraser, 2005). Therefore this paper aims to review the impact of physical setting on learning which can encourage exploration, collaboration, and discussion. As mentioned by Oblinger (2006) physical space carry an unspoken message of silence and the power of built pedagogy.

## **2 Learning Environment Framework: Pedagogy-Space-Technology (PST)**

Basically, learning environment is derived from three interdependent aspects particularly the pedagogy, space and technology (Oblinger, 2006) and indicate it as the Pedagogy-Space-Technology (PST) by Radcliffe *et al.*, (2008). PST is the product of a Carrick Institute-funded Next Generation Learning Spaces (NGLS) project, which was conducted in University of Queensland by Professor Radcliffe. Wilson, Powell and Tibbetts (2008) implied that there was “a nexus between pedagogy, technology and the design of the learning space” and suggested that the PST framework was used for both guiding design and the “Post-occupancy evaluation (POE)” of either discrete learning or network of place. Higher education institutions hold an enthusiasm in fabricating new standard of teaching spaces that buttress learner-centered or constructivist pedagogy. Indeed, the perfect learning outcomes are achieved through a constructivist pedagogical path (Brown, 2005; Ehrmann, 1995; Valiant, 1996). The NGLS project develops the PST framework by examining the relationship between pedagogy, space and technology. Essentially, it aims to enable institutions to create new teaching and learning spaces with the objectives of promoting student engagement and learning outcomes. Basically, the PST framework is an inquiry driven process that is based on Pedagogy, Space and Technology (see Table 1) and thus, can be suited to the specific needs of the institution.

Table 1: Pedagogy-Space-Technology (PST) Design & Evaluation Framework

Focus	Conception and Design	Implementation and Operation
<i>Pedagogy</i>	<i>What type(s) of learning and teaching are we trying to foster? Why?</i>	<i>What type(s) of learning and teaching are observed to take place?</i>
	<ul style="list-style-type: none"> <li>-Why is this likely to make a difference to learning?</li> <li>-What is the theory &amp; evidence?</li> <li>-What plans will be made to modify programs or courses to take advantage of the new facilities?</li> <li>What education or training for academics and other staff is built into the plan?</li> </ul>	<ul style="list-style-type: none"> <li>-What evaluation methodology or approach was used and what methods were used to gather and analyze data?</li> <li>-Who was included in the data gathering and analysis? Students? Faculty? Staff? Administrator? Senior Leadership? Facilities managers and technical staff?</li> </ul>
<i>Space</i>	<i>What aspects of the design of the space and provisioning of furniture and fittings will foster these modes of learning(and teaching)? How?</i>	<i>What aspects of the space design and equipment worked and which did not? Why?</i>
	<ul style="list-style-type: none"> <li>-Who is involved in developing the design brief? Why?</li> <li>-Which existing facilities to be considered in developing concepts? Can we prototype ideas?</li> <li>-Who is involved in the assessment of concepts and detailed design? Why? What are their primary issues and concerns?</li> </ul>	<ul style="list-style-type: none"> <li>-What were the unexpected (unintended) uses of the space and facilities that aided learning or facilitated teaching? Do these present ideas for future projects?</li> <li>-How was the effectiveness of the use of space to aid learning and teaching measured? What was the different metrics used?</li> <li>-Were there synergies between this and other spaces that enhanced learning?</li> </ul>
<i>Technology</i>	<i>What technology will be deployed to complement the space design in fostering the desired learning and teaching patterns?</i>	<i>What technologies were most effective in enhancing learning and teaching? Why?</i>
	<ul style="list-style-type: none"> <li>-In establishing the brief and developing concepts and detailing designs, what is the relationship between the design of the space and the selection and integration of technology?</li> <li>-What pedagogical improvements are suggested by the technology?</li> </ul>	<ul style="list-style-type: none"> <li>-What were the unexpected (unintended) impacts (positive and negative) of the technology on learning and teaching?</li> <li>-How did technology enhance the continuum of learning and teaching across the campus and beyond?</li> </ul>

Source: Radcliffe, Wilson, Powell, Tibbetts, (2009) *Learning Spaces in Higher Education*

There seems to be a very strong significant relationship between pedagogy, space and technology based on the Pedagogy-Space-Technology (PST) Design & Evaluation Framework (Table 1). At current, there are compelling detachment within those who teach in spaces, those who design learning space, and those who incorporate technology into the spaces. Basically, the word “collaboration” is viewed in different perspective by teacher, architect and technologist. Subsequently, an inconsistency in quality, cost and outcomes of designing learning space are found.

### 3. Learning Space for Higher Education

Learning is dynamic in 21<sup>st</sup> century. In fact, technologies contributing a mass in altering experiences and aspirations of learners such as interactive whiteboards, personal learning environment, wireless networks

and mobile devices (JISC, 2006; Doshi, Kumar and Whitmer, 2014) . Presently, learners are more diverse in terms of age, ability, and background. Indeed, they have different expectations of learning: some prefer to listen to lectures, while others wanted to learn using the network and mobile devices which mentioned as unstructured or informal learning. Thus, differences refers to Visual-Auditory-Kinesthetic (VAK) learning style (Gholami and Bagheri, 2013). Nevertheless, buildings last longer than ten years and increasingly they should have ability to meet a wide range of learners' needs, both now and in the future (Hill, 2013; Oblinger, 2006). Primarily, an education building is an expensive long-terms resource (JISC, 2006). Indeed, a comprehensive research on the link between physical space and effective learning is much needed. Furthermore, a particular previous research has granted indication on the positive encounter of the physical environment on learners in terms of enhanced learning potentiality (Strange and Banning, 2001) and higher student engagement (Doppelt *et al.*, 2008). Design of the built environment can provide students with circumstances that evoke curiosity and create an ambience for direct engagement to learn in action.

Generally, the pedagogy of higher education is whirled around structured teaching and convey in the form of lectures and tutorial as mentioned by Ibrahim, Fadzil and Saruwono (2013). Meanwhile, approaches to learning in educational setting are very much dynamic in nature. Therefore, traditional Teacher Centered Learning being replaced with Student Centered Learning (SCL) which underline the construction of knowledge through shared situations (The Partnership for 21st Century Learning, 2003). Barr and Tagg (1995) mentioned that this shift from an "instruction paradigm" to a " learning paradigm" has modified the role of the higher and further education setting from 'a place of instruction' to 'a place to produce learning'. In other words, in order to implement the SCL, students are expected to spend a significant amount of their typical learning time outside-classroom in informal learning space (Ibrahim and Fadzil, 2013b). This shows that informal learning space is very synonym with SCL.

#### **4. Informal Learning Space**

Informal learning spaces are defined as non-discipline specific spaces frequented by both staff and students for self-directed learning activities and can be within or outside library spaces (Harrop and Turpin, 2013). Informal learning is often treated as a residual category to describe any kind of learning which does not take place within, or follow from, a formally organized learning programme or event (Eraut, 2000). Richardson,(2004) defines informal learning as "which happens outside the formal education system or structured training and does not lead to a qualification. Recently informal learning spaces become equal paramount important as formal learning space as claimed by Brown and Lippincott,(2003) that "more learning is taking place outside of class time that ever before" . As mentioned by Ibrahim and Fadzil,(2013a) informal learning spaces as loci for teaching and learning and urgency to reevaluate the current conditions. Research claim that informal learning space becomes a baring for learners as learning mechanism. Meanwhile, students choose the informal learning spaces to gather and work collaboratively. In addition, the provision of informal learning spaces on campus increased the amount of time that students spend on campus as well as their informal interaction with academic staff. Students identify these informal learning spaces by their own and occupied them for learning and recreational activities. In fact, the improved student-academic interaction and the development of learning community have far-reaching positive outcomes for the University (Radcliffe *et al.*, 2008). As mentioned by Harrop and Turpin,(2013) there are nine key attributes of an informal learning spaces which attracts students to those specific spaces. Those attributes are destination, identity, conversations, community, retreat, timely, human factors, resource and refreshment. Overall these nine key attributes were extremely insightful on how space design can complement students' needs in promote independent pursuit of informal learning environments.

Table 2 shows the summary of informal learning space design principals in relations to the approaches of learning

Author	Design Principal	Approaches
JISC, (2006)	<ul style="list-style-type: none"> <li>• Flexible-to accommodate current and evolving pedagogies;</li> <li>• Future – to enable to re-allocated and reconfigured;</li> <li>• Bold- to look beyond tried and tested technologies and pedagogies;</li> <li>• Creative- to energies and inspire learners; and tutors</li> <li>• Enterprising- to make each space capable of supporting different purpose</li> </ul>	Constructivism styles of learning
Oblinger, (2005)	<ul style="list-style-type: none"> <li>• Design learning spaces around people</li> <li>• Support multiple types of learning</li> <li>• Enable connections, inside and outside</li> <li>• Accommodate information technology</li> <li>• Design for comfort, safety and functionality and</li> <li>• Reflect institutional values</li> </ul>	Students centered learning or learners centered learning
Jamieson et al., (2000)	<ul style="list-style-type: none"> <li>• Design space for multiple use concurrently and consecutively</li> <li>• Design to maximize the inherent flexibility within each space</li> <li>• Design to make use of the vertical dimension of facilities</li> <li>• Design to integrate previously discrete campus functions</li> <li>• Design features and functions to maximize teacher and students control</li> <li>• Design to maximize alignment of different curricula activities and</li> <li>• Design to maximize students access to and use/ownership of the learning environment.</li> </ul>	Multi-disciplinary styles of learning
Siddall, (2006)	<ul style="list-style-type: none"> <li>• Learning spaces should support a diversity of learning styles</li> <li>• Learning spaces must be versatile</li> <li>• Learning spaces must be comfortable and attractive</li> <li>• Learning spaces are information rich and technologically reliable</li> <li>• Learning spaces must be maintained continuously</li> <li>• Learning spaces should be ubiquitous in space and time</li> <li>• Learning spaces should be used effectively and</li> <li>• Sufficient resource must be allocated for learning spaces</li> </ul>	Multi-disciplinary styles of learning

Based on the table 2, it is very transparent that there is no universal agreed approached to creating sets of design principles (Radcliffe *et al.*, 2008). Most of the key design principals discussed on table 2 are associated to the Pedagogy-Space-Technology (PST) Design Framework (Oblinger, 2006). Indeed, these three elements are very interdependent in a cyclical manner which influence each others . Therefore, each of the three components, pedagogy, space and technology are paramount factors in designing next generation place of learning. Currently, some of the transitional spaces are been used as informal learning spaces in higher education as loci for learning (Ibrahim and Fadzil, 2013b). The approaches that been used in design principals are more focusing on student centered learning (SCL) or learners centered which very much emphasized in 21<sup>st</sup> century education. The SCL approach is currently promoted and encouraged by Malaysian Higher Education classrooms for teaching and learning. The

former Malaysian Minister of Higher Education Dato Seri Mohamed Khaled Nordin forced of having planned, effective curriculum that support to developed a holistic learner; intellectually active, creative and innovative, ethically and morally upright and a person who is adaptable and capable of critical thinking and it is more clearly stated in Malaysian Education Blueprint 2015-2025 (KPM, 2015).

The concept of student centered learning (SCL) has been mentioned as early as 1905 to Hayward and in 1956 to Dewey's work (O'Sullivan, 2004). Many terms have been associated with SCL, such as flexible learning (Taylor, 2000), experiential learning (Burnard, 1999) and self-directed learning. Basically, universities campuses are developed based on conventional instructional methods which focus on teachers centered learning and formal learning approaches namely lecturing and tutorials. By the beginning of 1990s the concept of 'learning' as opposed to 'teaching' mentioned by Barr and Tagg, (1995); Geraldine O'Neill and Sarah Moore, (2005). Currently, the learning pattern implies that students are expected to spend a significant amount of their typical study time outside-classroom environment which commonly referred to as Student Centered Learning (SCL). This approach is relatively new in Malaysia and gaining wide acceptance amongst institutions of higher learning in the country. In one of his inaugural speeches in 2008, the former Malaysian Minister of Higher Education, Dato Seri Mohamed Khaled Nordin mentioned the importance of having a planned, effective curriculum that would help build a holistic learner: someone who is intellectually active, creative and innovative, ethically and morally upright and a person who is adaptable and capable of critical of critical thinking (Nordin, 2008). Based on such a vision, SCL approach is recommended and encouraged in the Malaysia Higher Education Classrooms for teaching and learning (Yusoff, Mohin and Rahman, 2013). Therefore, a proper and effective physical informal learning setting need to be designed to accommodate the student's needs and SCL is seen to be an instrument to produce better quality graduates, who are critical, matured and ready for the job market (Ibrahim, Fadzil and Saruwono, 2013). As mentioned by Yusoff, Mohin and Rahman, (2013) improving the quality of teaching and learning is the second thrust out of the seven strategic thrusts of National Higher Education Strategic Plan (KPM, 2015).

## 7. Conclusions

Finally, research on the learning environment helped to enlighten and enhance a divergent, multidisciplinary colony in the higher education sector concentrated on new learning spaces and relook they are reaching to learning spaces. In fact, the three key aspects of the PST Framework are taken into account: Pedagogy, Space and Technology and well balanced approached (Ng, 2015). By using PST framework as a reference, which has been applied and tested on real projects, campuses demand to develop their individual roadmap supported by their own specific circumstances. Conclusively, listed points need at least be considered:

- 1) Document the learning modalities expected with the new spaces (pedagogy),
  - 2) Document the culture and size of the overall cohort and the project group subsets (space),
  - 3) Document the types of technology that can better enable the learning outcomes (technology),
  - 4) Understand how any new spaces fits within the overall campus structure and the ecology of the existing teaching and learning spaces,
  - 5) Do the new spaces support the student at a faculty level and a campus level?
- Ensure that at every stage the PST framework is consistently reviewed (Wilson, Powell and Tibbetts, 2008).

## 5. References

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## **Government Involvement on Tourism Policy and Programmes Implementation: A Case Study in Perhentian Island.**

Nor Syuhada Zulkefli, Mastura Jaafar, Azizan Marzuki  
School Housing, Building and Planning, University Sciences Malaysia,  
11800 Penang, Malaysia.

Email of corresponding author: nor.syuhada78@yahoo.com

The tourism sector has become vital for many developing countries including Malaysia. This sector has contributed to economic and social development of the country. Due to that, the government has given a special attention on the tourism sector development. Currently, there is a wide range of policies and programs to support the tourism sector. Thus, understanding the tourism policy and program implementation due to the multi-tiers government organization of Malaysia is important to be studied. Perhentian islands, is chosen as a case study. This study aims to explore the role of multi-tier of government and their engagement to implement tourism policy and programs. A qualitative case-study approach using the semi-structured interviews were applied to gain data onto sample of the three-tier government organizations who involve in the policy and program implementation. The main findings concluded that there was existing involvement and engagement process between the three-tiers of government organizations to implement the tourism policy and programs. Therefore, there is a clear need to delineate the responsibility of the three-tier organizations on the implementing of tourism policy and programmes in the Perhentian Islands.

**KEYWORDS:** Tourism sector, Policy and Programmes Government administration, Perhentian Islands.

### **1 Introduction**

Many developing countries recognize tourism as an engine of growth in their effort to economically develop their countries including Malaysia. In the case for Malaysia, tourism sector is one of significant industry contribute to economic development (Khalid and Saad, 2015). Tourism planning and policy is, arguably, one of the most significant factors determine on how tourism sector develops, benefits and impacts to stakeholders are distributed (Dredge & Jenkins, 2007). Policy implementation is vitally important for tourism industry as many tourism policies have been argued as not or partially successful (Krutwaysho and Bramwell, 2010; Ismet and Abuhjeeleh, 2016). This issue is reflected to the national intention and how the government role can transform these intentions into action.

Since 1990s, the role of government and the influence of government policy on tourism development has long been debated by scholars (Hall, 1994; Hall and Jenkins, 1995; Bramwell & Lane, 2000; Bramwell, & Yuksel, 2005; Beaumont & Dredge, 2010). However, the success of tourism development depends on the responsibility of a government organization to formulate and implement the policy and programs on the tourism industry. Government is the key actor in the political process of tourism development (Bramwell, 2011) and has major involvement in tourism development compared to other stakeholders (Ruhanen, 2013). Hall & Jenkins (2004) argues that government plays seven functions in tourism development, which are coordination, planning, legislation and regulation, entrepreneurship, stimulation, social tourism, and protection of public interest. In Malaysia, there are multiple-tiers of government organizations which are Federal government, State government and local authority that involved in the policy implementation. There are few studies from Malaysia highlight on obstacles derived from these three-tier of policy implementation such as overlapping powers, poor coordination, unclear roles of tourism stakeholders and lacking of awareness among implementors (Hamzah, 2004; Marzuki & Hay, 2013;

Marzuki, Hay, & James, 2012). Given the economic importance of tourism industry to Malaysia, it would be beneficial to do a research to understand the government involvement on tourism policy and programs implementation (Khalid and Saad, 2015).

Therefore, it is important to explore the role of government in implementing tourism policy since these policy affect all varieties of tourism businesses and growth of tourism sector (Hall and Jenkins, 2004, Khalid and Saad, 2015). Furthermore, it is crucial to understand interactions between government levels in implementing the tourism policy and programmes (Yasarata, Altinay, Burns and Okumus, 2010). It has been noted that little attention has been given to investigate roles of government agencies in addressing the policy and programmes implementation (Beaumont & Dredge, 2010; Dinica, 2009). For that reason, the objective of this paper is to explore the responsibility of government organizations from federal until local authority who involve in the policy and programmes implementation of the tourism development of Perhentian Islands.

## **2 Literature review**

### **2.1 Implementation of policy and programmes**

According to Dredge and Jenkins (2007, p. 170), policy implementation is “the process through which policy ideas and plans are translated into practice”. In this case, implementation in this paper is the execution process that involves putting plans into action. While, tourism policy implementation means that putting into actions the contents of the policy document to tourism development through government involvement. For an effectiveness of policy and programmes implementation, each government must understand their roles and function in the organizations (Ismet and Abuhjeeleh, 2016). The government considered to be key players who determine the success or failure of a tourism destination; hence, their participation and involvement should be given consideration during policy implementation (Byrd, 2007; Moyle, Glen Croy, & Weiler, 2010). Furthermore, the government is the main financial supporter of this sector, especially in developing countries, where the tourism depends almost entirely on the government funding to operate.

There are four factors influence tourism policy implementation, which are 1) the macro-environment; 2) institutional arrangement; 3) inter-organization; and 4) interest group (Kwame, 2013; Wang and A, 2013). However, the role of government in tourism and the influences of public policy on tourism development has long been of interest to scholars (Hall, 2008; Hall and Campus, 2014). According to Bhuiyan et al. (2013), the government in Malaysia play a crucial role in the formulation and implementation of various policies while providing the appropriate institutional and legal framework to ensure sustainable tourism.

### **2.2 Malaysia Tourism Policies and Programmes**

Malaysian considers tourism industry is important due to its role as a driver of economic activity and social development. The seriousness of Malaysian government about tourism industry is reflected in the planning of tourism policies and programmes throughout the Malaysia Five-Year Plan (MP), starting on Sixth Malaysia Plan (1991-1995) until the recent Eleventh Malaysia Plan (2016-2020). For instance, the Sixth Malaysian Plan is prominent in tourism industry because of the establishment of the National Tourism Policy (1992-2000) which serve as the guiding principles for planning, developing and marketing tourism industry. Continuously, the National Ecotourism Plan (1996-2003) has been established during the Seventh Malaysia Plan (2001-2005) (Khan, 2013; Bhuiyan, 2013, Set, 2013). Later in 2003, according to Eight Malaysia Plan (2001-2005), the government design the Second National Tourism Policy (2003-

2010) and Rural Master Plan (2003-2010) to transform the Malaysia's low-yield tourism towards high-yield tourism destination (Khan, 2013). Each of these tourism policies have been established by Malaysia government to focus on the needs to prosper the tourism industry development.

According to the Sixth Malaysia Plan (1991-1995) until now, there were several programs provide to support tourism businesses. Government-support programs (GSPs) has been introduced to support the tourism development in term of the financing, training, marketing, infrastructure and consultancy programmes. According to Yusoff and Yaacob (2010) and Ismail and Othman (2014), the government agencies has worked closely to assist, to improve, to promote, and to support the implementation of government policy and programmes. For instance, the federal government was introduce the financing programs to support the local businesses in term of special tourism fund, tourism grant, tax incentive and tourism infrastructure fund, while the state government is helping the development of tourism industry on the training, promotion and marketing programmes. In term of infrastructure programmes, local authority is responsible to support the infrastructure and public facilities in tourism destination. These implementation of programmes is a responsibility carried out by the three-tier government organizations

### **2.3 Tourism administration system**

The Malaysian government system is influenced by the three-tier of government organizations, which namely Federal government, State government and Local authority to involve in the developing Malaysia's tourism industry (Bhuiyan, 2013; Set, 2013). The federal government is responsible for formulating uniform national policies and standards, providing planning services and advice, monitoring and preparing the National Physical Plan (Marzuki et. al., 2012). Essentially, tourism is a Federal affair and the overall policy planning and monitoring is carried out by Ministry of Tourism and Culture (MOTAC).

While, the state government under the State Economic Planning Unit (SEPU) is entrusted to formulate strategies and policies related to tourism development within each state (Khan, 2014). The SEPU was formed in each of the thirteen states in Malaysia, in order to pursue all economic activities, including tourism, at the state level. As tourism in Malaysia is private-sector led, both the Federal and State governments are only required to provide the infrastructure to facilitate private investments. The provision of tourism infrastructure includes both of hard infrastructure (roads, airports, jetties, etc.) and soft infrastructure in the form of the organization of special events. The state government is also empowered to carry out product development and organizing events with a small operating budget towards their tourism destination area (Hamzah, 2004).

The local authority is the third tier in the government system in Malaysia and responsible in making a local plan as stated in Section 12 (Act 171 & 172). Local authority act as a system of a district, which have their own boundary, legal entity and instructional structure. Tourism is not regarded as core business since, local authority establishment is under the Ministry of Housing and Local Government for the purpose of providing and maintaining infrastructure, public facilities and amenities to the local people (Hamzah, 2004). However, at the same time, the local authority also required to be responsible to generate incomes from the tourism activities by the federal government (Hamzah, 2004; Awang & Azizi, 2011).

Therefore, the three-tier levels of government administration make it easy to represent the power from the federal level to the local level to develop the tourism industry. However, implementation is not quite as smooth as theory might suggest. This raises questions about the effectiveness of the distribution of power among them in Malaysia. For example, the past literature indicates that the federal government has given less empowerment and authorization for tourism administration to the local authorities (Awang & Aziz, 2011; Dredge et al, 2006; Hamzah, 2004).

### 3 Research background

Perhentian Island is the largest group of islands in Terengganu and in the east coast of peninsular Malaysia. Perhentian Island consists of two islands namely Perhentian Kecil and Perhentian Besar with covering a land area of 1,392.1 hectares. Both of these islands have been gazetted as Marine Parks Area in 1994 under the Malaysian Fisheries Act 985 (amended 1993), to conserve and protect its marine flora and fauna from being damaged by fishing and other human activities. The Marine Park management is funded by the government and tourist needs to pay entrance fees to support the funding (Salmond, 2010). The Marine Park boundary extends for one mile offshore surrounding each island with an aim to protect and restore the marine environment. The island has gained popularity among divers and snorkelers for its unique marine ecosystem and crystal clear water. The number of tourism accommodation businesses in Perhentian Islands is 53 which include the large, medium and small sized establishments. This island is under the administration of local authority (Majlis Daerah Besut) who is responsible to provide facilities, infrastructure and amenities to local community, operator and also tourist (Loganathan and Subramanian, 2005; Salmond, 2010).

### 4 Research methods

A qualitative methodology is used to explore the role of government involved in policy and programmes implementation in the Perhentian islands. In-depth interviews are seen as being the most effective methods of gathering data. The purpose of the in-depth interviews was to gain a comprehensive understanding of how policy-makers approach to implement the policy and programmes in Perhentian Islands. For a semi-structured interviews, six of respondents were selected. One respondent was from the federal government; the Ministry of Tourism and Culture (MOTAC under department Terengganu), three respondents from state level, who involved with Tourism State Department (UPEN), and two respondents from Majlis Daerah Besut that represent the local authority were interviewed. Semi-structured interviews were used as a medium for data collection as it encourages interviewees to share their views on the issues discussed freely and openly. Each interview will end in about an hour and it took place from April 2017 to June 2017.

### 5 Findings and Discussions

This section discusses the result of government agency interviews about the role of government organizations in implementing the tourism policy and programmes in Perhentian Islands. The study found that three-tier government level, which are Ministry of Tourism and Culture (MOTAC), State Planning Economic Unit (UPEN) and Majlis Daerah Besut that involved to implement the policy and programmes in the Perhentian Islands.

MOTAC as a unit under federal government but was parked under Terengganu state to act on behalf of the state government and provided the link between Federal & State government in tourism related matters. Government agencies at MOTAC were responsible to provide advice on tourism planning and policy implementation, monitoring the planning and development of tourism products and infrastructure by state government as mentioned by respondents. According to Administrative officer of MOTAC, he explained that, *“Actually, we responsible the related to tourism development in Terengganu state in term of managing the allocation of financial, advice and monitoring the state government about tourism project and also providing the programmes towards tourism businesses include the financial support”*.

The State level act as the mediator and an extension of the federal government. Terengganu State has an aim to develop Perhentian Islands as a premier eco-tourism destination in Malaysia and also as the main industry to generate the state income. Thus, state government was responsible to develop Perhentian Islands as well as according to their objective. One of tourism state officials explained that;

*The main responsibility of UPEN Terengganu is to coordinate all programmes and development project for tourism, especially such as planning process, implementing, monitoring, and evaluating development at the local level... We make sure that every planning process is supported by all agencies include the local agencies.*

While, in terms of providing programs, another respondent from state government explained that they also responsible towards promotion and marketing to market the tourism Terengganu to be the high-end tourism destination including the tourism development in the Perhentian Islands. As his quote that;

*"Mostly, MOTAC will arrange the programmes in term of training, consultancy and financial programmes to support the tourism business.... At the State level, we just provide the certain part of training and doing the promotion and marketing specific to state tourism destination, for instance The Beautiful Tourism Terengganu 2017, The Visit of Tourism Terengganu 2016 and others."*

He further explained, *"We also had collaboration with NGOs and Tourism Industry Players to provide the funding, training, and marketing to implement and ensure that national policies is successful such as Terengganu Tourism Association (TTA), Malaysian Associations of Hoteliers (Terengganu), TESDEC, Perhentian Island Association of Operators Terengganu, PETRONAS and others..."*

This finding found that there was a collaboration and an engagement between state government and private agencies to provide several programs in Perhentian islands such as on the training, promotion and marketing to support local businesses. According to Ozturk and Eraydin (2010), collaboration among stakeholders are important to support the implementation the policies and programmes.

While, Majlis Daerah Besut plays a key role as the local authority that responsible for the physical administration of the Besut area; which include controlling, and planning. In terms of tourism development, the local authority was responsible to provide facilities, infrastructure and public amenities to local business. According to the respondent from Majlis Daerah Besut, his quote that,

*..... Perhentian Island is under Majlis Daerah Besut... Actually, we are responsible for providing the services of tourism infrastructure and facilities to local community and tourist... Besides that, anything development matters related to registration of business premises and building permissions are also under us.*

From the interviews, the level engagement of the local authority was low in tourism planning and implementation. Tourism planning is the purview of the state government and is not seen in the role of local authority. This is findings indicated that the local authority is indirectly involved with tourism matters through its role in development planning, approval of buildings, in licensing of business and also provision of public infrastructure. This was supported by Khalid and Saad (2015) indicated that body of responsible for tourism is the state rather than the local authority.

## 6 Conclusion

In conclusion, tourism is the main economic activity in Perhentian Islands and providing many benefits to Terengganu economic growth. Although there was multiple-tier of government agencies, the relationship between MOTAC, State and Local authority is important and related to each other to ensure the success of the policy implementation. In this case of Perhentian Islands, MOTAC was responsible for formulating, monitoring and providing the budget for the physical development towards the development of the tourism sector; while, state government was acting as body of monitoring all tourism development matters in Terengganu. However, the responsibility of local authorities was found to be limited in Perhentian Islands. Mainly local authority was focused on building regulations, providing the infrastructure and public amenities, operational matters such as cleanliness and licensing but not specifically on tourism planning and implementation. Thus, there is a clear conclusion that tourism policies were decided by the federal government and the state level while local authority only involve in physical development of tourism infrastructure and facilities.

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# Physical Environment and Learning through Play: Case Studies in Malaysian Preschools

Pearly Lim Pei Li, Azizi Bahauddin

School of Housing, Building and Planning, Universiti Sains Malaysia, Malaysia

Email of corresponding author: pearlylim\_88@yahoo.com

## Abstract

As acquisition of knowledge includes the role of experience in acquiring knowledge, Learning through Play (LTP) becomes essential for children's physical, social and cognitive development. LTP has also been identified as one of the teaching and learning approaches in Malaysia's National Preschool Curriculum Standard (NPCS) to achieve its specified learning and development components. With physical environment capable of providing sensory stimuli and learning opportunities, physical environment aligned with the vision and principles of LTP should equally be given emphasis. This paper examines the physical environment of preschools in an attempt to demonstrate the relationship between LTP practices and a preschool's physical environment. A case study research was undertaken based on a sampling frame with purposive homogeneous sampling employed to select four privately operated preschools within converted residential houses in Johor Bahru. Findings of qualitative analysis indicated that albeit physical environment of preschools are less supportive of LTP, children used ingenuity to modify and adapt their physical environment in support of their individual play needs. LTP was hindered due to lack of children's own free will and accessibility to materials and equipment as well as constrained independent mobility and allowable play with restrictions imposed due to safety concern and time factor. Finally, conclusions are presented and suggestions for possible future direction are discussed.

Keywords: Learning through play; Physical environment; Preschools; Malaysia.

## 1. Introduction

Preschool education is an indispensable part of young children's learning with a growing body of research and evaluation studies illustrating that the first five years of a child's life are critical to cognitive development, non-cognitive development and later life outcomes (Bjorklund and Pellegrini, 2000; Haghighat and Bahauddin, 2011; Shackell *et al.*, 2008; SSM and UNICEF, 2010). Integration of play as part of enhancing children's learning is increasing (Gestwicki and Bertrand, 2011) based upon findings demonstrating benefits of programs offering a healthy mix of play and child-initiated discovery learning (Gomley and Gayer, 2005; Shaffer and Kipp, 2014). While definitions of play within the learning context are aplenty, 'Learning through Play' (LTP) as a term has been adapted into various preschool curriculum as a part of teaching and learning approach, including in Malaysia. Although curriculum stresses the role of play in supporting children's learning and development, Wall *et al.* (2015) notes that effectiveness of pedagogical practices and approaches are associated with how well these approaches facilitates play in the learning environment.

When it comes to the learning environment, quality of preschools encompasses not only curriculum and programmes but also the physical environment in which education happens. Because experiences within the physical environment have long-lasting effects on children's behaviour and development (Bronfenbrenner, 1994; Martin, 2004), architecturally planned and designed physical environment of preschools significantly affect children's cognitive and socioemotional development (Ferguson *et al.*, 2013; Moore, 2002). Children were found to exhibit more appropriate behaviours in more well-defined classroom (Abbas *et al.*, 2010) while specific physical environment attributes such as windows and views in preschool classrooms contributed towards teacher motivation and child engagement (Monsur, 2015).



Nevertheless, comparative to curriculum and programming, less attention has been given to the quality of physical environment (Abbas *et al.*, 2016). Sanoff (2015) opines that prevailing misconceptions reinforces the view that academic performance have little to do with quality of school buildings. Thus, this paper sets out to examine how far physical environment of preschools in Malaysia support children's LTP.

## **2. Background of Study**

### **1.1 The role of physical environment in young children's learning**

Preschool children are categorized under the representational stage, developing reflective orientation through internalization of actions and converting them to images (Piaget, 1964). This makes the case for education expert's concern relating to academic approaches that put too much pressure on young children to succeed without providing opportunities for them to actively construct knowledge (Kagan and Kauerz, 2012). Since changes in the environment changes the brain, it follows that changes in the environment transforms behaviour (Eberhard, 2009). Findings on how the brain learns have shown that appropriate and enriched environments have long lasting effect on children as studies discovered that physical environment plays a role in providing sensory stimuli (Sousa, 2011). Because sensory stimuli work towards the creation of memory, it helps in learning especially in the early years with information entering the brain through "windows" which emerges and tapers off succinctly at various times (*ibid*). The importance of these 'windows of opportunity' coupled with the susceptibility of the brain to early environmental influence is recognized to be profound and long-lasting (Olds, 2001). Hence, preschools must be capable of supporting and stimulating children's sensory perceptions in order to develop and refine them (Dudek, 2005). It follows that under-stimulating environments would tend to dull or deafen the child's perceptions.

### **1.2 Learning through play**

LTP can be generally categorized into two schools of thought. Free play where children are able to freely chose activities are closest to what Wood (2010) calls 'pure play' and includes object play, pretend play, sociodramatic play as well as rough-and-tumble play whereby children are in control without close oversight by adults (Fisher *et al.*, 2011). Conversely, structured play are adult led activities involving planned approaches with defined learning intentions and is applicable to a group as well as the whole class (Wood, 2010). Bennett *et al.* (2009) argues that structure play is important as children require adults' help in making sense of their discoveries and connecting the dots between new discoveries with their existing knowledge. This belief stems from Vygotsky's (1986) concepts of "zone of proximal development" and "scaffolding" referring to support offered by adults or more competent peers in thus helping children learn.

Essentially, play is advantageous for all children as it empowers children with control over their activities and provides opportunities for exploration and discovery leading to learning (Heaslip, 1995). Several studies have portrayed the lost of initial advantages in rudimentary academic competencies by the end of preschools for children who attended academically orientated preschool between three to six-years of age with students in these academically orientated programs shown to be less creative, more anxious and stressed as compared to those in programs offering flexible, discovery based hands-on learning (Shaffer and Kipp, 2014). When engaged with responsible others, active involvement in discoveries and self-initiated activities in play such as hands-on manipulation, sensory engagement, and self-initiated explorations multiplies a child's learning (OECD, 2006). These discoveries that children make serves as a foundation for creativity or later innovations further on in life (Bjorklund and Pellegrini, 2000). Hence, rather than an education model focusing on rote instructions, young children learn best in an interactive,

relational model (Waldfoegel, 1999).

### 1.3 Learning through play in Malaysia

LTP is one of the eight teaching and learning approaches acknowledged in National Preschool Curriculum Standard (NPCS) by the MOE (2016) to achieve six learning and development components. NPCS defines LTP as a structured approach providing children with the opportunity to learn in a free, safe, enjoyable, and meaningful environment. However, the NPCS does not provide guidance in terms of physical environment supporting LTP but only briefly mentions three related factors including safety and health concerns; flexibility of furniture arrangement and accessibility of materials; and the need for learning spaces to have easy accessible and appropriate equipments. On the other hand, Guidelines on the Establishment Kindergarten and Child Care Centre (JPBD, 2012) only specifies allowable premises for establishing preschools, minimum floor area per child and staff-child ratios with no additional information into provisions of physical environment supporting LTP. This study contends that simply knowing the importance of play for learning and development is inadequate because for preschool teachers to holistically integrate LTP in preschools, the physical environment has to be supportive of children's play. Furthermore, noting that learning context including the way arrangement of physical environment both indoors and outdoors as well as materials and equipment they contain matters (Bakar *et al.*, 2015), it is crucial to examine more closely the physical environment of preschools in an attempt to demonstrate the relationship between LTP practices and a preschool's physical environment.

### 1.4 Physical environment supportive of learning through play

As physical environment has the ability to inhibit or enhance participation (Law *et al.*, 1996; Itoh, 2001) aptitude to interact ably with the environment is a significant basis for young children's learning. Kagan (1990) views that facilitation of play through the environment is one of the appropriate practices in implementing play in classrooms. Shackell *et al.* (2008) suggested five characteristics contributing towards successful play spaces as shown in Table 1. These spaces provide opportunities for- i) movement and physical activity; ii) stimulation of the five senses; iii) social interactions; iv) manipulation of natural and fabricated materials by children; and v) challenges and activities that test the limits of children's capabilities.

Table 1: Five characteristics contributing towards successful play spaces

Characteristics	Features
Movement and physical activity	Allocation of space and features for energetic and strength building play experiences
Stimulation of five senses	Provision of access to music and sound, and diverse smells emitted by plants and leaves
Place for social interactions	Provision of spaces allowing children to select when to play alone or with others
Manipulation of natural and fabricated materials	Allocation of natural and fabricated materials for children to manipulate and use as tools, as well as access to diverse bits and pieces
Opportunities for Challenges	Provision of challenges offering children a chance for activities testing the limits of their capabilities, including rough and tumble, sports and games, and opportunities to climb

Adapted from: (Shackell *et al.* 2008)

These five characteristics were used during observation at selected case studies to demonstrate the

relationship between LTP practices and a preschool's physical environment in Malaysia.

### 3. Method

Qualitative study employing multiple case studies was conducted as a single case review might provide less accurate information. Purposive homogeneous sampling was used to select four preschools in Johor Bahru to understand how private preschool within residential settings are adapted from corner lot terrace houses. Private preschools were selected as they represent 40% of preschools in Malaysia as compared to government and government aided preschools at 24% and other educational agency at 36% (Department of Statistics Malaysia Official Portal, 2016). Corner lot terrace houses were selected as terrace houses typically comprise a majority of master-planned developments corresponding to a large portion of urban land use in major urban areas within Malaysia (Teriman, 2012). Continuous recording was used to document activity patterns and how the physical environment supports or constrains activities as continuous recording enables natural event streams to be recorded without prior selection of behaviour sets to look out for (Salkind, 2000). Data was documented through daily logs which form much of the evidence used in qualitative research (Yin, 2015) and vignettes to depict existing conditions of preschools including short scenarios which are salient in relation to attitudes and beliefs (Renold, 2002).

### 4. Findings and discussions

Observation showed that the types of allowable play in each of the preschools were generally distributed into three categories - structured play, semi-structured play and free play. Semi-structured play was included to differentiate play which were situated between structured play which according to Wood (2010) involved planned approaches defining learning intentions, and free play which included elements involving make-believe and peers (Lillard, 2007). Hence, semi-structured play in this study involved children's play whereby teachers determined the type of play but children were given the freedom to be involved in make-believe play and social play. Table 2 provides a profile summary of allowable play in the respective preschools and a general observation of activities and time allocation for activities.

Most of the case study's pedagogical orientations were subject based with emphasis on drilling methods especially in literacy. Hence in all cases, children typically had very little opportunity for 'free play' save the limited time afforded to them at the end of the day. Even so, materials for play were determined by teachers giving children little opportunity in making their own decisions whereby these types of play were in fact more semi-structured than free play. Emphasis on children's obedience in Case Study 1 and Case Study 2 further limits children's ability to play freely.

Table 2: Summary of allowable play

	Case Study 1	Case Study 2	Case Study 3	Case Study 4
<b>Type of Play</b>	Structured play. Occasional semi-structured play.	Structured play.	Semi-structured play.	Structured and semi-structured play. Occasional free play.
<b>Availability of materials outdoor</b>	Play equipments available outdoors. But children's movement outdoors restricted by teachers.	Limited outdoor play structures.	No outdoor play structures.	Dedicated play equipment outdoors. Free play allowed at areas determined by teachers.

<b>Availability of materials indoor</b>	Variety of materials for indoor play. Distributed by teachers as not accessible to children independently.	Limited materials for play indoors	Variety of materials for indoor play. Distributed by teachers as not accessible to children independently.	Less material for indoor play but teachers bring a 'busy bag' with materials for children to draw and create.
<b>Type of activity</b>	Activities directed by teachers - children's movement limited	Activities directed by teachers - children's movement limited	Activities directed by teachers – children allowed more free movement.	Activities directed by teachers– children allowed more free movement.
<b>Time allocation</b>	Rigid timetable : Children allowed to play while waiting for parents.	Rigid timetable : Children allowed to play one day per week.	Less rigid timetable : Children allowed to play when deemed needed by teacher.	Rigid timetable but less rigid lessons: Play incorporated into lessons.

#### 4.1 Movement and physical activity

With regards to allocation of space and features for energetic and strength building play experiences, majority of equipment for movement and physical activity were located outdoors. However, play did not happen outdoors. Instead, play sessions happened predominantly indoors. The common play area for all children was concentrated indoors in Case Study 1 while exercise play was conducted in the shaded outdoor area. In Case Study 2, teachers commented that children generally did not have time for play. However, during the observation, as a demonstration of children's play session, teacher directed games were allowed outdoors as there was no dedicated space for play indoors. Children in Case Study 3 typically spend their days indoors for play and morning exercises. While play spaces outdoors provided by Case Study 4 encompassed sand pit, balancing beams, space for tricycle course as well as a slide in the semi-outdoor area, these play spaces were generally used by toddlers and children aged three and four years. Play time for ages five and six concentrated indoors in the common area where activities concentrated on exercise play such as yoga sessions.



#### 4.1 Stimulation of five senses

Provision of access to music and sound, and diverse smells emitted by plants and leaves were generally not present in all classrooms. In fact, Case Studies 1 and 3 did not have green areas and were devoid of plants even outdoors. Although Case Study 2 had a lawn, children were not allowed outside without teacher's consent. While the classroom in Case Study 4 was devoid of plants and natural features, its outdoor contained a well kept lawn and a sand pit with plantings on wall. However, children were not allowed outside with supervision and consent by teachers.

Case Study 1



Case Study 2



Case Study 3



Case Study 4



Physical environment indoors in classroom



Outdoor physical environment

## 4.2 Place for social interactions

Structured lessons took up the majority of time in preschools with two thirds of the observed sessions conducted in a formal way through rote learning with children being passive learners. Children were observed to spend most of their time completing workbook activities determined by teachers. Thus, there was no provision of spaces allowing children to select when to play alone or with others as teachers did not allow independent mobility in preschools. During lessons, play rarely happened and obedience was expected of children. However, object play involving distribution of homogeneous objects such as interlocking blocks or wooden blocks by teachers was common. Social play often during semi-structured play was under the scrutiny of teachers and happens as a consequence of children's own initiative in involving peers during object play.

## 4.3 Manipulation of natural and fabricated materials

Allocation fabricated materials for children to manipulate and use as tools were generally under the supervision of teachers. However no natural materials and bits and pieces were available in all case studies. Fabricated materials for play were not present in Case Study 2. Case Studies 1, 3 and 4 had a variety of fabricated materials for play in common areas but these materials were only accessible to children when teachers distribute them. In classrooms, there were generally not many fabricated materials for manipulation as teachers engaged children through a mixture of textbook and play using bodily movement. However in Case Study 3, children would be provided with materials from a 'busy bag' by teachers in which children had free reign over what they wanted to draw or cut.

Case Study 1



Case Study 2



Case Study 3



Case Study 4



## 4.4 Opportunities for Challenges

Although there are minimal provision of challenges such as opportunities to climb outdoors in all preschools, opportunities for challenges were generally limited. Allowance for rough and tumble play was not observed as children were required to be obedient. Nevertheless, observation showed that children would utilise the available furniture by modifying the positions of the relevant objects as well as using

various body postures to create challenging situations for themselves. For example, in Case Study 4, a boy was seen balancing on the back of his chair to lift his upper body up while in Case Study 1, children were seen taking turns to lift their body up and balance themselves between a kitchen counter and the wall. These activities however happen when teachers are not around which goes to show that children had the ability to actively shape various physical environment features to support their needs for challenges and play.

## **5. Conclusion**

Findings reveal that not only does LTP rarely happen in preschools, most preschools were not equipped with play spaces which Shackell et al. (2008) characterized as successful. While a majority of equipment for movement and physical activity as well as opportunities for challenges were located outdoors, play rarely takes place outdoors. Instead, these activities took place indoors in undesignated common area. The physical environment of preschools also lacked simulation of children's five senses. Fabricated materials were present in most of the case studies. However, these materials were not freely available to children and were only handed out to them by teachers. To encourage stimulation of the five senses, the inclusion of natural materials for manipulation as well as provision of access to music and sound, and diverse smells emitted by plants and leaves should be developed. Besides, according to Gainsley (2011, p 2), including the use of sand and water table indoors provide many sensory attributes for children to distinguish such as '...warm or cool, wet or dry, rough or smooth, hard or soft, textured or slimy.' Besides, the physical environment set up of preschools reflects an academically structured pedagogy, with time factor and safety concerns further constraining children's independent mobility and free play. In an attempt to demonstrate the relationship between LTP practices and a preschool's physical environment, observation shows that the physical environment is a reflection of a preschool's culture. As findings reveal that pedagogical orientation of preschools determine the type of allowable play which in turn establishes opportunities for play, a preschool's culture determines how the physical environment is set to support the type of allowable play. Nevertheless, qualitative analysis indicated that albeit physical environment of preschools are less supportive of LTP, children used their ingenuity to modify and adapt their physical environment in support of their individual play needs.

## **6. Recommendations**

Although LTP has been recommended as a successful learning and teaching approach for young children especially in Western literatures, structured academic learning commonly takes place in Malaysian preschools. Thus, the physical environment is shown to be less supportive of play. In this instance, it is suggested that future studies on physical environment of preschools should not only look at existing physical environment per say, but rather understand the learning and teaching approaches to fully grasp how the physical environment can be contextually appropriate to the Malaysian context.

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**Indikasi keperluan penambahbaikan rekabentuk senibina bangunan keselamatan di Malaysia:  
kajian kes ke atas balai-balai polis di negeri Johor, Selangor, dan Pulau Pinang**

**Zahardi Zaharin, Jestin Nordin, and Ku Azhar Ku Hassan**

Pusat Pengajian Perumahan, Bangunan, dan Perancangan, Universiti Sains Malaysia, 11800 Minden,  
Pulau Pinang, Malaysia

Email of corresponding author: jestin.nordin@usm.my

**Abstrak**

Kehadiran sesebuah bangunan keselamatan di sesuatu kawasan sebenarnya boleh menghadirkan perasaan selamat, dan juga terlindungi kepada seseorang. Secara tidak langsung, bangunan keselamatan juga dikira sebagai mampu menggambarkan tahap kepedulian dan kepekaan pihak berkuasa untuk memastikan keselamatan individu, komuniti, dan juga negara.

Kertas kajian ini membincangkan secara umum isu-isu berkaitan tahap keselamatan semasa dalam Malaysia, untuk dijadikan sandaran dan rujukan silang bagi membantu penilaian terhadap kemampuan sesebuah bangunan keselamatan di Malaysia melaksanakan prosedur standard operasi harian (SOP) sebagai sebuah bangunan keselamatan mengikut pandangan kesenibinaan. Walau bagaimanapun, skop kajian ini hanyalah bertumpu kepada bangunan-bangunan balai polis di dalam negeri Johor, Selangor, dan Pulau Pinang.

Objektif kajian yang dijalankan ini juga adalah bertujuan untuk memastikan bahawa bangunan-bangunan balai polis sedia ada mampu menangani pelbagai jenis permasalahan serta kes-kes jenayah yang berlaku. Justeru, kajian akan memberikan perhatian kepada tiga kategori balai polis yang telah dikenalpasti iaitu balai polis (i) dalam bandar, (ii) sub-bandar, dan (iii) luar bandar.

Kaedah kajian yang akan dilaksanakan adalah menggunakan kaedah kajian kes; yang melaksanakan pemerhatian secara langsung, dan menemubual responden-responden yang terdiri daripada anggota-anggota keselamatan yang bertugas di bangunan balai-balai polis terpilih.

Melalui pemerhatian dan penilaian literatur awalan kajian, dapatlah dibuat kesimpulan awal bahawa memang wujud lompong keperluan untuk menambahbaik bangunan-bangunan balai polis sedia ada. Penambahbaikan ini adalah bagi membolehkan ia berfungsi mengikut SOP yang telah digariskan oleh pihak Polis Di Raja Malaysia, dan Kementerian Dalam Negeri. Rekabentuk bangunan yang senantiasa ditambah baik mengikut keperluan operasi juga adalah perlu bukan sahaja demi keselamatan pihak awam, malah perlu memastikan keselamatan anggota pasukan itu sendiri.

*Katakunci: Rekabentuk bangunan keselamatan; isu-isu keselamatan di Malaysia; balai polis*

**1. Pengenalan**

Saban tahun, pihak Kerajaan Malaysia telah mengadakan peruntukan secara purata berjumlah sekitar Ringgit Malaysia 300 ke 400 juta setahun bagi pembinaan balai-balai polis bertujuan memberikan perkhidmatan jaminan keselamatan berkesan kepada masyarakat setempat demi memelihara keamanan dan ketenteraman awam dari semasa ke semasa. Melihat keadaan semasa balai polis sedia ada yang telah dibina sebelum merdeka sehinggalah sekarang, penulis berpendapat suatu kajian bertujuan

mengenalpasti kewujudan lompong ilmu (*knowledge gap*) dari segi rekabentuk sesebuah balai polis bagi menentukan samada ia masih relevan atau tidak berdasarkan keperluan dan kehendak semasa Polis Di Raja Malaysia (PDRM) perlu dilaksanakan. Justeru penulis ingin meneruskan kajian tersebut berdasarkan petikan (BERNAMA, 2014).

Di antara usaha yang dilakukan pihak Kementerian Dalam Negeri (KDN) dan Polis Di Raja Malaysia (PDRM) bagi 'menghilangkan keuzuran' bangunan balai-balai polis terlibat adalah dengan mengecat dinding-dinding bangunan balai-balai terlibat agar kelihatan cantik dan baharu. Persoalannya, walaupun kelihatan baharu, fungsi bangunan balai polis itu masih lagi terhad kepada sirkulasi dan susunatur ruang dalaman yang asal. Faktor ketidaksesuaian rekabentuk bangunan balai polis sediaada dari segi keperluan fungsi-fungsi ruang dan sirkulasi semasa dilihat berpotensi menyumbang kepada penurunan kadar keefisyenan pengoperasian sesebuah balai polis. Pengarah Pengurusan Bukit Aman, Dato' Sri Zulkifli Abdullah, telah mencadangkan agar 22 buah balai polis di sekitar Kuala Lumpur dinaiktaraf menjadi balai polis moden dalam usaha menjadikan PDRM organisasi pasukan keselamatan bertaraf dunia (BERNAMA, 2017).

Program Bandar Selamat yang diketengahkan oleh Jabatan Perancangan Bandar dan Desa Semenanjung Malaysia (JPBD) menggariskan 15 langkah untuk mewujudkan bandar-bandar selamat (JPBDM, 2014). Salah satu daripada 15 elemen tersebut adalah pembentukan kewujudan balai polis sebagai penyumbang keselamatan fizikal sesebuah bandar, maka diwujudkan *Community Policing* (PDRM et al., 2016). Justeru, kajian ini difikirkan sesuai dilaksanakan pada masa ini setelah merujuk kepada kepentingan balai polis sebagai memelihara sebuah bangunan keselamatan.

Oleh yang demikian, satu kajian perlu dijalankan untuk memastikan semua balai polis di Malaysia ini terus kekal relevan kepada masyarakat amnya dan juga kepada anggota dan kakitangan PDRM khususnya dalam melaksanakan prosedur operasi standard (SOP) di setiap balai polis supaya dapat memberikan perkhidmatan terbaik kepada rakyat.

## **2. Keperluan Penambahbaikan Bangunan Balai Polis di Malaysia**

Di dalam bahagian ini, kami akan membincangkan tentang keperluan-keperluan kepada penambahbaikan bangunan balai-balai polis di Malaysia berdasarkan isu-isu yang diperbincangkan berkaitan keperluan keselamatan, dan pentadbiran keselamatan negara. Turut diperbincangkan adalah isu-isu semasa yang menyumbang kepada perlunya perhatian yang serius diberikan kepada menangani perkara ini.

### ***Definisi 'keselamatan'***

Perkataan 'keselamatan' wujud bagi perihal selamat, sejahtera atau keamanan (Pustaka, 2017). Daripada perkataan keselamatan juga akan wujud syarat, kriteria serta garis panduan yang perlu dipatuhi sebelum takrifan perkataan keselamatan ini boleh digunakan.

Keselamatan juga bermaksud "keadaan terlindungi daripada masalah fizikal, sosial, kewangan, politik, perasaan, pekerjaan, psikologi, pekerjaan dan perkara lain yang melibatkan kerosakan atau kejadian yang tidak diingini. Ini juga termasuk dalam konteks terlindung daripada sesuatu malapetaka atau kejadian yang berkaitan dengan kesihatan dan ekonomi" (wikipedia.org.com, 2017).

Konsep keselamatan sinonim disatukan dalam 'prosedur operasi standard' (SOP) kerja sebagai contoh kepada penjagaan dan pemantauan kanak-kanak pra sekolah dimana langkah-langkah keselamatan

atau '*precaution plan*' perlu dilaksanakan untuk mengelakkan kemudaratan seperti kemalangan, kematian atau kecederaan (Daud, 2012).

Bagi menentukan kewujudan keadaan 'terlindungi' kepada aktiviti-aktiviti dalam sesebuah balai polis, terdapat beberapa elemen yang perlu diambil berat seperti di dalam Jadual 1 di bawah:

*Jadual 1: Elemen keperluan keselamatan dan 'terlindungi'*

Bil.	Elemen keperluan 'terlindungi'	...merujuk kepada
1.	Pengguna bangunan	keselamatan anggota dan kakitangan PDRM, yang termasuk hak-hak mereka sebagai pengguna akhir bangunan keselamatan
2.	Dokumentasi dan data maklumat	keselamatan tahap berperingkat dokumentasi dan data maklumat berkenaan dari tatapan umum sehingga ke peringkat sulit yang melibatkan hak cipta intelektual dan tahap keperluan mengetahui isi kandungan dokumen
3.	Tempat tinggal	keselamatan penghuni kuarters anggota dan kakitangan PDRM, terhadap keadaan persekitaran kuarters yang akan menentukan tahap penerimaan tempat tinggal berkenaan untuk didiami
4.	Bangunan dan pejabat	keselamatan menerusi peringkat lapisan ruang kerja dalam sesebuah bangunan dan pejabat bangunan keselamatan mengikut prosedur dan garis panduan pengoperasian yang telah ditetapkan bagi kakitangan bertugas
5.	Organisasi dan masyarakat setempat	keselamatan sesuatu organisasi dan masyarakat setempat yang harus dijamin demi kebaikan bersama dalam sesebuah komuniti
6.	Pekerjaan	keselamatan para anggota yang bertugas di dalam premis bangunan keselamatan (kecuali tentera dan pelaut) dari sebarang penyakit pekerjaan atau kemalangan pekerjaan
7.	Negara	keselamatan Negara yang harus dilindungi melalui kerjasama serantau atau melalui pertahanan sendiri untuk memastikan tidak dimonopoli oleh kuasa-kuasa luar dari segi ekonomi, budaya dan politik

Dalam konteks keselamatan turut wujud maksud lain terhasil contohnya memberi atau mendapatkan perlindungan (*protection*), kepastian (*certainty*) dan jaminan (*guarantee*) yang menggambarkan maksud dan keperluan di setiap peringkat lapisan yang berbeza dalam menggunakan takrifan keselamatan.

### **Pentadbir 'keselamatan'**

Bagi memastikan keselamatan dapat diterjemahkan secara berkesan, terdapat entiti atau kumpulan pelaksana yang diberikan amanah serta tanggungjawab menjalankan auditan serta penguatkuasaan bagi memastikan keperluan elemen keselamatan ini iaitu penguatkuasa. Badan penguatkuasa akan memainkan peranan yang penting dalam menguatkuasakan pelaksanaan keperluan undang-undang dan SOP kerja berkaitan bagi tujuan keperluan keselamatan dipatuhi.

Melalui Parlimen Malaysia suatu akta telah digubal dinamakan Akta 776 (Akta Majlis Keselamatan Negara) yang berkuatkuasa pada tahun 2016. Di dalam Bahagian III, Akta 776 ini memperuntukkan delegasi penurunan kuasa sebagai pentadbir dan penguatkuasa hal ehwal keselamatan dalam negara khususnya, kepada pihak penguatkuasa bagi pihak Kerajaan Malaysia untuk mempertimbangkan perkara berkaitan dengan Keselamatan Negara (Malaysia, 2016).

Melalui Pelan Hala Tuju Program Transformasi Kerajaan (GTP), di dalam Bab 6, pihak Kerajaan Malaysia telah berusaha untuk mencari penyelesaian bagi mengurangkan kadar jenayah di Malaysia demi kepentingan rakyat (PEMANDU, 2010). Perkara Bab 6 ini memberikan indikasi bahawa pihak Kerajaan Malaysia menitikberatkan isu-isu semasa berkaitan keselamatan dimana pihak pelaksana dan penguatkuasa undang-undang seharusnya bekerjasama memikirkan tahap keselamatan yang perlu demi ketenteraman dan kesejahteraan rakyat.

Memandangkan keadaan jenayah dan kepentingan untuk mengurangkan jenayah buat rakyat, kerajaan telah memilih ini sebagai salah satu daripada enam Bidang Keberhasilan Utama Negara (NKRA). Aspirasi NKRA Mengurangkan Jenayah adalah untuk mempertingkatkan Keselamatan awam di seluruh Malaysia dalam masa dua hingga tiga tahun yang akan datang, dengan hasil nyata tercapai dalam masa 6 hingga 12 bulan pertama pelaksanaan GTP (PEMANDU, 2010).

### ***Bangunan keselamatan***

Ciri-ciri keselamatan amat diperlukan kepada sesebuah bangunan keselamatan dimana menyediakan suatu ruang kerja yang melaksanakan elemen serta aktiviti-aktiviti penguatkuasaan dan pencegahan jenayah mengikut prosedur dan garis panduan pengoperasian yang telah ditetapkan bagi kakitangan bertugas. Takrifan sebagai sesebuah bangunan keselamatan ini dipecahkan kepada 3 fungsi komponen/zon iaitu:

- i. Zon pentadbiran;
- ii. Zon sokongan, pengoperasian, penstoran; dan
- iii. Zon kemudahan fasiliti lain-lain (padang kawad, lapang sasar, kuarters transit dan pagar keselamatan, dan lain-lain yang berkaitan)

Bagi zon pentadbiran, sesebuah bangunan keselamatan menyediakan ruang bekerja sepertimana ruang pejabat bangunan am lain, manakala fungsi sokongan, pengoperasian dan penstoran juga memerlukan SOP yang tertentu yang telah ditetapkan oleh jabatan masing-masing bagi setiap unit-unit pasukan PDRM.

Mengikut Garis Panduan & Peraturan Bagi Perancangan Bangunan 2015 yang dirangka oleh Unit Perancangan Ekonomi (EPU) Malaysia, mengatakan bahawa pembangunan sesebuah bangunan keselamatan ini adalah dalam bentuk formasi kompleks; dimana terdapat bangunan berasingan atau penggabungan beberapa buah bangunan yang berlainan fungsi dan menjalankan SOP kerja masing-masing yang merupakan elemen sokongan kepada pembentukan sesebuah bangunan keselamatan (EPU, 2015). Walau bagaimanapun sesuatu kompleks bangunan keselamatan itu akan berbeza dari segi saiz kemudahan fasiliti yang disediakan yang mana bergantung kepada jenis projek, keperluan dan lokasi pembangunan.

### ***Isu-Isu Keselamatan di Malaysia***

Berikut adalah disenaraikan beberapa isu-isu berkaitan keselamatan yang menjadi justifikasi kepada keperluan dipertingkatkan keefisyenan sesebuah bangunan balai PDRM:

#### ***i. Serangan ke atas balai polis***

Bermula dengan sejarah tragis serangan pengganas komunis ke atas bangunan dan anggota polis di Balai Polis Bukit Kepong pada 23 Februari 1950, yang mengorbankan hampir kesemua anggota dan pegawai polis pada masa itu (Digest, 2015). Setahun sebelum itu, pada tahun 1948, dan 1949,

Balai Polis Kuala Krau di Kelantan juga mengalami nasib yang sama, Cuma jumlah korbannya lebih sedikit. Setelah kejadian Bukit Kepong di Muar, Johor terdapat beberapa lagi kejadian serangan ke atas beberapa balai polis di sekitar Malaysia dilaporkan seperti di Guar Chempedak, Kedah pada tahun 2001 (Utusan, 2001), Balai Polis Kubang Semang (2004), IPD Kuala Muda (2017), dan terbaru di Balai Polis Pingiran Subang (2017) di mana seorang anggota PDRM ditikam mati di dalam perkarangan balai polis. Rekod serangan ini mungkin boleh ditafsirkan sebagai terpencil, namun ia boleh menggambarkan kehilangan penghormatan awam terhadap undang-undang negara.

## **ii. Tragedi Lahad Datu, dan pembentukan ESSCOM**

Peristiwa Lahad Datu, Sabah yang tercetus pada 9 Febuari 2013, adalah ancaman Keselamatan yang dihadapi berpunca dari gerakan bersenjata rakyat asing yang menuntut hak kedaulatan yang disifatkan mereka sebagai hak wilayah Kesultanan Sulu. Namun, Kesultanan Sulu wilayah di Sabah adalah kesultanan yang tidak diiktiraf oleh kerajaan Filipina. Justeru, ancaman ini adalah ancaman keselamatan dari 'aktor bukan negara' (Othman et al., 2016).

Dalam konteks keselamatan, ancaman ini boleh disamakan seperti jenayah yang dilakukan oleh lanun dan perompak laut. Walau apapun, peristiwa Lahad Datu telah membuka pelbagai ruang perbincangan untuk meninjau semula beberapa perkara utama yang membabitkan isu yang belum diselesaikan, diantaranya adalah dengan melihat semula lakaran sejarah yang telah terbentuk antara Malaysia dan Filipina – khususnya terhadap dokumen penting pindah milik wilayah serta tafsirannya, dan juga isu-isu kontemporari yang wujud antara kedua-dua belah negara – isu MNLF, MILF tuntutan Filipina ke atas Sabah, tuntutan bertindih wilayah dan pergolakan politik di Selatan Filipina, juga isu-isu domestik dan keselamatan sempadan terutamanya di kawasan Sabah yang berlakunya banjir pendatang asing dari Filipina, pemberian hak atau taraf warganegara dalam "Projek IC", masalah keselamatan di kawasan setempat (Othman et al., 2016).

## **iii. Tekanan di tempat kerja anggota PDRM**

Tekanan kerja dikalangan anggota PDRM berlaku diakibatkan oleh beberapa faktor yang melibatkan persekitaran dan tempat kerja, ciri-ciri kerja, agihan bebanan kerja, dan juga suasana di rumah masing-masing (Ahmad, 2000). Kajian semula ke atas syor pembaikan dan penambahbaikan kemudahan-kemudahan logistik PDRM adalah sangat diperlukan, disamping pengkajian semula deskriptif kerja dan syor pemberian elaun tertentu bertujuan membantu mengurangkan masalah tekanan di tempat juga adalah diperlukan.

## **3. Metodologi Kajian**

Kajian ini menggunakan kaedah bercampur (*mixed-methodology*) (Groat and Wang, 2002, Library, 2017), yang melibatkan proses pemerhatian langsung (*direct observation*), kajian kes, borang soal selidik, dan temubual separa-struktur.

Responden-responden yang telah dikenalpasti adalah dianggap sebagai pengguna akhir balai polis, dan mereka terdiri daripada anggota-anggota unit-unit yang beroperasi di setiap balai-balai polis terlibat, dan juga dari kalangan orang awam yang datang berurusan dengan balai polis tersebut. Metodologi bercampur dipilih bertujuan untuk mendapatkan respon dan gambaran sebenar tentang kadar keefisyenan rekabentuk balai-balai polis tersebut semasa ia beroperasi yang memberi kesan kepada kedua-dua pihak – anggota polis dan juga orang awam sebagai pelanggan perkhidmatan keselamatan ditawarkan pihak PDRM.

Kadar keefisyenan yang diambilkira adalah (i) keperluan keselamatan fizikal, (ii) keperluan balai, (iii) pematuhan rekabentuk, (iv) kriteria rekabentuk, (v) pemakaian garis panduan rekabentuk, (vi) faktor penarikan dan penolakan rekabentuk, dan juga (vii) komen dan cadangan pengguna akhir bangunan balai-balai tersebut.

Skop kajian ini memberikan tumpuan kepada pengkajian fungsi rekabentuk balai polis PDRM yang sedia ada berdasarkan keperluan-keperluan pengguna akhir dan orang awam. Untuk membolehkan dapatan kaedah terbaik penambahbaikan rekabentuk bangunan balai polis supaya 'SOP' optimum PDRM diperoleh, maka tiga (3) siri tinjauan kajian kes dilaksanakan yang melibatkan pemilihan beberapa balai-balai polis di:

- i. Daerah Sepang, Selangor;
- ii. Daerah Johor Bahru (Utara), Johor; dan
- iii. Daerah Timur Laut, Pulau Pinang.

Justifikasi kepada pemilihan lokasi-lokasi kajian kes adalah berdasarkan kepada Syarat kepada keperluan sesebuah balai polis yang seterusnya berdasarkan kepada:

- iv. Perjawatan dalam PDRM;
- v. Populasi masyarakat setempat;
- vi. Indeks kadar jenayah; dan
- vii. Lokasi berisiko tinggi berlaku jenayah

### **Permasalahan Kajian**

Terdapat beberapa permasalahan semasa menjalankan kajian, dan di antaranya adalah (i) sumber rujukan yang terhad, dan (ii) kebenaran melaksanakan kajian diperlukan dari pihak atasan Kementerian Dalam Negeri (KDN) dan pihak Polis Di Raja Malaysia (PDRM) dan tertakluk kepada Akta Rahsia Rasmi 1972.

Walaupun sumber-sumber rujukan adalah agak terhad apabila perbincangan berkenaan bangunan keselamatan di Malaysia diketengahkan, namun penulis berhasil mendapatkan beberapa data penting melalui laman-laman sesawang Kementerian Dalam Negeri (KDN), Polis Di Raja Malaysia (PDRM), Pejabat Ketua Pegawai Keselamatan Kerajaan Malaysia, Unit Perancang Ekonomi (UPE) dan beberapa lagi laman sesawang yang berkaitan dengan rekabentuk bangunan keselamatan.

## **4. Dapatan Awalan Kajian**

Dapatan awalan kajian ini yang diperolehi melalui pemerhatian langsung (lawatan ke premis bangunan kajian kes di Johor, Selangor, dan Pulau Pinang) mendapati bahawa rekabentuk semasa balai-balai polis itu memerlukan pengubahsuaian (samaada kecil, atau besar) untuk membolehkannya berfungsi dengan lebih efisien berdasarkan keperluan dan cabaran keselamatan semasa.

Justeru, rekabentuk sesebuah balai polis perlulah cenderung lebih sensitif terhadap sebarang keperluan dan fungsi ruang dalaman dan luarannya. Ini bertujuan supaya balai polis dapat berfungsi sepenuhnya dan efisien mengikut prosedur operasi standard yang telah digariskan pihak PDRM.

Di samping penelitian dan perhatian terhadap elemen-elemen rekabentuk senibinaan balai polis itu sendiri, keperluan jaminan keselamatan anggota dan kakitangan PDRM yang bertugas juga perlu diambil peduli. Seseorang perekabentuk itu perlu peka terhadap perkembangan isu-isu semasa seperti ancaman balas jenayah lokal (contohnya serangan ke atas balai-balai polis) terhadap pasukan PDRM, serangan

jenayah antarabangsa (tragedi Lahad Datu), dan tekanan di tempat kerja juga harus dipandang serius tanpa kompromi memandangkan masyarakat memang bergantung kepada pasukan PDRM di dalam menjaga keamanan dan ketenteraman negara.

Justeru, diharapkan dapatan susulan kajian ini nanti akan dapat membantu menyumbang idea bagi penambahbaikan kepada balai-balai polis di Malaysia seperti berikut:

- i. membantu penyediaan cetak biru (*blueprint*) rekabentuk balai polis yang lebih baik, dan mampan yang mematuhi keperluan prosedur operasi standard pihak PDRM dari semasa ke semasa;
- ii. memantapkan pembinaan konsep Balai Polis Mesra Rakyat (*Community Policing*);
- iii. meningkatkan persepsi positif masyarakat terhadap pasukan PDRM, dan
- iv. menyediakan Balai Polis sebagai pusat informasi serta medium maklumat tentang jenayah.

## 5. Rumusan

Bagi memastikan keefisienan rekabentuk bangunan balai polis terus kekal relevan dalam pengoperasian seharian dalam menjaga keselamatan dan ketenteraman awam, suatu indikasi keperluan kepada penambahbaikan rekabentuk senibina bangunan keselamatan di Malaysia perlu ada dengan melalui respon, dan maklum balas pihak pengguna akhir dan pelawat yang berurusan. Ia sedikit sebanyak membantu mengenengahkan isu dan permasalahan pengguna akhir dalam melaksanakan rutin seharian di dalam bangunan balai polis. Malahan pengguna awam dapat mengutarakan kehendak dan jangkaan mereka semasa berurusan dalam bangunan keselamatan.

Justeru, diharap dapatan daripada kajian ini akan dapat dijadikan panduan kepada perekabentuk (iaitu pihak arkitek) untuk menghasilkan rekabentuk bangunan keselamatan yang mematuhi prosedur operasi standard PDRM dan garis panduan bangunan keselamatan yang telah diwartakan oleh pihak Kementerian Dalam Negeri.

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# Management

## Operational Risk Implications; A Case Study of Locally Incorporated European Bank

**Nizam Shah Allabasc, Ravindran Ramasamy**

University Tun Abdul Razak (UNIRAZAK), Malaysia

Email of corresponding auhtor: nizam\_shah@hotmail.com

### Abstract

The purpose of this study is to examine the implication of the operational risk in the locally incorporated European Bank in Malaysia. The operational risk constitutes a small part of a bank's risk profile which includes unpredicted measures that might possibly source the failure of the whole bank. Therefore, the bank has implemented permanent control plan methods which arise from the annual risk assessment plan. Moreover, the Permanent Control Plan for each department of the bank resulting in the process and procedure review on the risk assessment task to reduce or eliminate unwanted issues and problems arise from the process and system in the organisations. Each risk assessment activity with the permanent control plan was approved by the bank's top level management before executed by phases in the year. There are 4 phases' in the permanent control plan; monthly, quarterly, half yearly and yearly. In this study the researchers has looked into the half yearly control plan. The half yearly permanent control plan exercise executed by the Operational Risk Officer found non-compliance issues on a few department's work processes. As a result, a few key operational risk management implications faced by the bank with this incompliance activity. Besides that, the issues identified in this study was firm enough to address a major operational risk implication to the bank. Furthermore, there was no any action taken by the Permanent Control Manager to prevent this incompliance activity in future. As a conclusion, the results obtained from this study is necessary due to the operational loss and the reputational risks faced by the financial organization.

Keywords: operational risk, assessment, permanent control, non-compliance.

### Introduction

The Operational Risk comprises of a wide scale of mixed mode risks. The risks are business interruption, stakeholder dissatisfactions and implications on the organization, increased cost of products services in the organisations as well as employee health and safety hazards. It also includes other primary risks such as fraud, transaction failures, legal and regulatory breaches, inferior human technical performance, physical damage, and stakeholder safety and assets. These operational risk factors may cause huge financial losses directly or indirectly as well as reputational damages to the financial institutions. On the other hand, the Bank for International Settlements (BIS) in 2015, interpreted the operational risk management as the risk of loss resulting from inadequate or failed internal process, people and systems or from any other external events. In addition, it also includes legal risks, but eliminates strategic and reputational risk. To support this, there are few real incidences which took place that clearly indicates the existence of the operational risks and the risk management implications faced by the organisations. On a different not, the Basel Committee on Banking Supervision (BCBS) is a team of Banking and Financial Institutions regulatory consultants that was established by the Central Bank of Governors of the

Group of Ten Countries in 1974. From the basic ground of the Basel regulation of worldwide active financial institutions set, capital adequacy soon become the main emphasis of the BCBS. There was also a robust credit within the organisation for superseding multinational accord to reinforce the steadiness of the international financial institution system and to eliminate a foundation of reasonable dissimilarity arising from the differences in nationwide capital requirements.

One of the incidents worth mentioning here is, the clear indication of the change in the estimated cost to the Deposit Insurance Fund (DIF), United States as the sum of money paid out of the Federal Deposits Insurance Corporations (FDIC) DIF to the investors that likely won't be recovered by the sale of the bank's internal and external assets properties.

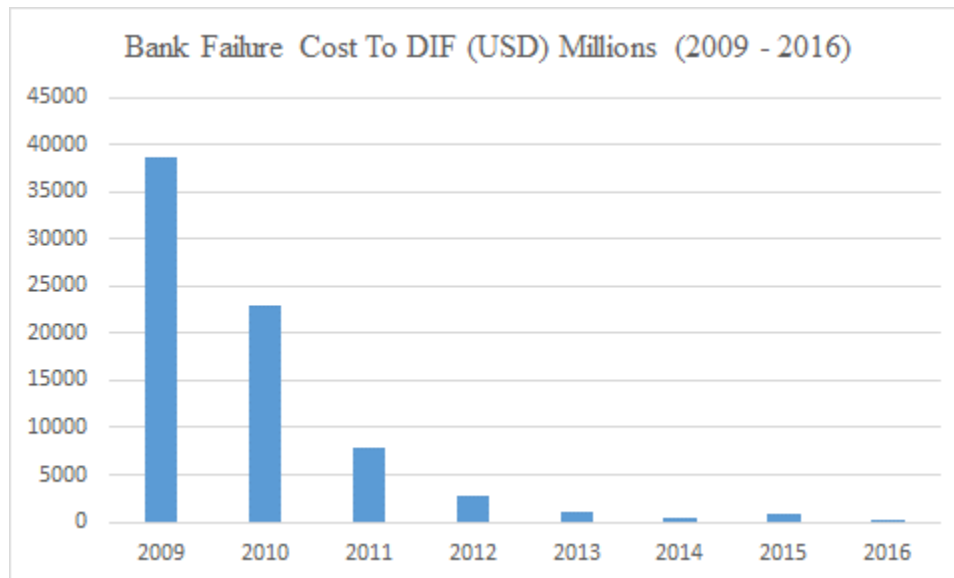
Table 1 shows the bank's failures ranging from the year 2009 – 2016. This data was obtained from the analysis carried out by the Federal Deposits Insurance Corporations (FDIC) in August 2017. According to the analysis, the costs of the bank failures for the past 8 years which encompasses 495 banks, amounts to a total of US\$75,103,000,000. This may be due to the inappropriate management of the operational risk associated with other risks of the banking institutions. In addition, FDIC also declared that the bank's failure was caused by the managerial weakness, internal routine control's weakness and failure to prevent the frauds due to volatile economic conditions.

Table 1 Bank Failures ranging from the year 2009 – 2016 in United States of America.

No	Year	Bank Failure Cost to DIF (USD) Million	No of Banks
1	2009	38,732	140
2	2010	22,904	157
3	2011	7,945	92
4	2012	2,785	51
5	2013	1,165	24
6	2014	399	18
7	2015	894	8
8	2016	279	5
Total		75,103	495

Source: Federal Deposits Insurance Corporations, (2017) United States of America (USA).

The Figure 1 and Figure 2 below shows the comparison of the operational loss globally throughout the year of 2009 to 2016. Stringent Basel III regulations, had reduced the operational losses drastically from US\$39 billion in 2009 to meagre US\$279 million. In terms of percentage, the drop is at 137.82% which is indicates better operational risk management globally that helps in reduction of losses within the banks.



[Figure 1: Bank Failure Cost to DIF \(USD\) Millions from 2009 to 2016 in USA.](#)



Figure 2: Number of Bank Failures from 2009 to 2016 in USA.

In summary, the stringent Basel III regulations were able to increase the capital requirements for banks, which systematically prime banks to be more efficient, thus hindering their growth. Moreover, it doesn't change the risk-weighting technique which was the main motive behind the subprime catastrophe. Nevertheless, Basel III is still relying on the bond rating agencies, as weights are allocated based on the rating. It also aims to be in accordance with banking regulations across the world. According to Saul Perez, 2014, some countries have different regulatory requirements. For example, in India, they have better regulatory frameworks compared to Basel III. However, some past studies suggested that, when regulations are sought to be harmonised across the world, they tend to move towards the worst regulations. In addition, according to Saul Perez, 2014, some economist has suggested that Basel III

Accord is likely to hurt a country's growth by keeping the infrequent tied up for less and developing nations. However, the Malaysian monetary system includes a variety of financial institutes to serve the wide range and complex needs of the national economy. The Malaysian financial system comprises of conventional and Islamic banking and financial institution. Even though, banking and financial institution may sound the same, however, according to Central Bank of Malaysia (BNM), not all banks has full banking license for example, Malaysia Building Society Berhad is a Scheduled Institution under the Banking and Financial Institution Act and Bank Rakyat is still on biggest Islamic Co-Operative Bank. Both of the banking and financial institutions, co-exists and functions in par with each other. The stability and growth of the banking and financial institutions in the country is a reflection of the concrete development of the nation's financial sector itself. It indicates that the banking and financial institutions are vital for a nation's development.

In the recent years, Malaysia's monetary structure has experienced a global financial catastrophe. However, the global financial crisis experienced by Malaysia is partly being helped by monetary mediators on cross border capital. The well-developed regulatory and the governance administrations as well as with a well-capitalized banking system, it will further strengthen Malaysia's financial sector. Nevertheless, the stress tests may result in the financial institutions being robust on the economic shocks. Moreover, other risks faced by the banking system generally are those connected to quick financing evolution, rising house prices, and high domestic leverage, which call for improvements on the observations of the domestic leverage. Table 2 below, shows an overview of the number of licensed banks and financial institutions under the preview of BNM as at 31<sup>st</sup> December 2016. Primarily The Malaysian Banking and Financial Institutions comprises of Islamic, Commercial, International Islamic, Investment and Other Financial Institutions.

Table 2 List of Licensed Banks and Financial Institutions in Malaysia (as at 2016)

Banking and Financial Institutions	Malaysian Controlled Institutions (L)	Foreign Controlled Institutions (F)	Total
Islamic	10	6	16
Commercial	7	21	28
International Islamic	0	3	3
Investment	11	0	11
Other Financial Institutions	2	0	2
Total	30	30	60

Source: Bank Negara Malaysia (2016)

The Malaysian financial sector consists of 30 locally controlled institutions and 30 foreign controlled institutions. They are all very well established organizations with high level of governance whereby they are monitored constantly and supervised timely by the Central Bank of Malaysia. These banks are separated into four main sections, namely; Islamic, Commercial, International Islamic, Investment and other financial institutions. The governance and supervision on risk administrations for financial institutions displays a high degree of compliance with global banking standards. The areas that have the potential for improvements are mainly, the enhancement of the framework, renewal of the policies and procedures of consolidated management and addressing the Islamic Financial Services Act 2013 (ISFA 2013) (formerly known as Islamic Banking Act 1983) provisions that could theoretically reflect on independence of supervisory aspect for all financial institutions.

As a conclusion, the Operational Risk Management in Malaysian Banking and Financial Institutions is defined as the risk or threat of subsequent losses from insufficient or unsuccessful internal processes, procedures, people, employee, stakeholders, systems and external events. On a different note, the

operational risk exists in various activities, products and services of banking and financial institutions and has the possibility to contribute to malpractices through numerous activities and business units within the banking industry.

## **Literature Review**

In the world of digitization, where every information is stored digitally, it creates a problem of security for everybody. There are numerous cases on operational risk associated with cyber-attacks that affect the financial institutions all around the world due to the breach of security.

On May 2017, a worldwide cyber-attack on computers running using Microsoft Windows operating system took place. The attack was created by WannaCry ransomware crypto worm, which targeted user's computers by encrypting the data in it and demanding ransom in the Bitcoin cryptocurrency. It's a major attack on the Russian Central Bank. This incident was reported via Russian state media agency. Based on the report, the bank discovered that malware bulk emails were sent to banks whereby, no resources were detected to be compromised. The bank reported that those monitoring the cyber-attacks found no compromising data resources of banking institutions. Moreover, according to Sam Jones (2017), countries such as Russia, Ukraine, India and Taiwan were the most seriously affected countries based on reports from the cyber security company known as the Kaspersky Lab.

In February 2016, the Bangladesh Bank hackers managed to steal USD81 million from the Bangladesh Central Bank, in one of the largest bank heists in history. They cleared their tracks after hacking into the heart of global financial system Society for Worldwide Interbank Financial Telecommunications (SWIFT), an international payment network used globally. SWIFT is a global messaging network which is used for most international money and security transfers. The heist was detected by the Bangladesh police department. Based on their investigation, they found evidence that the reason for the heist in the bank was because of using a second-hand USD10 network switch without a firewall to run its network. Without firewall, the hackers managed to access the bank's entire infrastructure, including the SWIFT servers resulting in the failure of the network security.

In April and May 2012, a huge loss in the trading transpired at J.P. Morgan's Chief Investment Office which made dealings through its London branch. An approximate trading loss of USD\$2 billion was declared, with the actual loss expected to be considerably higher. These events gave rise to a number of investigations to examine the firm's operational risk management systems and internal controls. As a result of the investigations, it was found that the bank is expected to lose US\$800 million in its corporate segment in the second quarter of the year 2012, compared to the previous estimates that the segment would post US\$200 million profit. The scenario began when the unit run by Chief Investment Officer, Ina Drew stepped down. A series of derivatives transactions involving credit default swaps (CDS) was entered, reportedly as part of the bank's hedging strategy. The trader, Bruno Iksil, nicknamed as the London Whale, accumulated outsized CDS positions in the market. Due to that, some of the hedging losses were offset by taking US\$1 billion in previous unrealized gains from the bank's portfolio.

In the early of September 2011, the Swiss Bank UBS announced that it had lost over US\$2 billion dollars, as a result of unauthorized trading performed by Kwaku Adoboli, a director of the bank's Global Synthetic Equities Trading team in London. The revelation could be the third largest loss of its kind in banking history. This implication resulted in the UBS being traded down 11% on the US stock exchange at trading, even as the European markets closed higher on that day.

## Findings and Implications

The half yearly permanent control exercise executed by the Operational Risk Officer in locally incorporated European Bank) whereby, bank found non-compliance issues of few departments in their daily tasks. Due to reputational issues, the researcher has refrained from mentioning the bank's name. The Permanent Control exercise resulted due to the risk assessment severity and risk frequency rating process of each department during the annual review of the department's work process of task flow. The function of risk assessment process in the organisation was to reduce the operational loss which might be a reputational risk of the bank.

One of the issue is related to relief function. Customer Service Management Department was faced with disbursements by reason of corporate finance agreements. However, the Client Service Officer from the European Bank who was in charge of the disbursements was on medical leave for 2 months. In the absence of the Client Service Officer (CSO), there was no remedial action taken by the Head of Department in having a relief officer. As a result of this delay, the bank faced implications in onboarding of new clients with this incompliance activity. These lead to failure on the practice of Know Your Customer (KYC) policy. Regular review of due dates are not closely monitored for clients and trigger outdated assessment which may lead to jeopardise continuation of client-relationship. Apart from that, document custody of bank-client transactions was inappropriately retained. Due to that, the imposed financing surcharge on late payments and receipts data are not recorded into the client's account. This clearly was a loss to the bank due to the improper management of the bank-client relationship in the organisation. The issues were serious enough to trigger a major operational risk implication to the bank, and the action to rectify this matter were conducted by stages.

Policy and Procedures which falls under the supervision of the Organisation and Methods Department, their manuals were not reviewed for the past 3 years. Moreover, 28 procedure manuals and 7 policy manuals involved key business units. The general practice of banking institution is that each procedure must be approved by two committee members, namely Department Head and Executive Risk Management Committee (ERMC). However, the bank's policy of practice is that they are approved by procedure level and additionally as final step by Board and Top Management. The actual process for reviewing each procedure and policy, then followed by the endorsement and approval takes a few months. The concerns in policy and procedure remained to contribute to operational risk implications to the organization as the approval of entire manual of the organisation took nearly 12 months for the review and approval process.

Service Level Agreements (SLA) procedures and methods are in fact a quality process which uses internal customer inputs to set target. The SLA dashboard performances was not maintained and sustained as per agreements, and the bank as customer did not concern about the deliverables of the service provider. According to the agreement, it has a specified duration period, and it is clearly indicated and outlined as of the responsibility of each party including expectation outputs with performance measures. However, the bank officers who are supposed to be knowledgeable on the procedures for monitoring the performance of the services as well as problem solving procedures, was not aware of his responsibilities and was not given any training on that task. The officer was only being a custodian keeper of the SLAs documents and maintaining the timeline. All the deliverables of the service provider were kept as general records and was not subjected for review of their performance and continuous improvement of tasks.

Adequate data management and retention will enable a successful Information Technology (IT) Management and Infrastructure. However, there were issues regarding the server room control system's Air Condition and Ventilation where the temperature rose up to 82 degrees Fahrenheit during a normal

business day. The ideal server room temperature is in the range of 65° to 70° Fahrenheit (18° – 21° Celsius). Moreover, phone equipment application should have notified the IT Department Officers, Head of Department and the Chief Operating Officer (COO) on the rise in temperature. The phone application system would have considered fail when the server room temperature reached 82 degrees as there was scale setting to trigger alarm at 71° – 73° Fahrenheit. Incidentally, there was an alternative method, by way of email, where notification was sent to the respective person to highlight the issue. The relevant officers manage to handle the issue by rescaling the temperature in the server room on time and subsequently the IT department reported in their incident management report. The main matter is what the server's internal thermometers were reading. This incident occurrence incurred additional costs to the organisation on the replacement of phone alarming application system and reading status due to increase in the server room temperature range. Referring to the above issue, the BNM Governor Datuk Muhammad Ibrahim (May 2016) mentioned about the prospective influence of technological interruptions to the monetary sector and advised that a predictable 10% to 40% of overall financial transaction revenues could be at risk by 2025 due to financial technology or fintech innovations. This may be caused by the commercial sectors incorporating software to deliver quicker and low-cost financial facilities.

There was another non-compliance issue found in the Human Capital Department due to non-existence of Exit Form. It's crucial to study details of the employee's exit, on the foundation that condemnation is a cooperative act for the banks developments and assist working affiliation end on a good communication. However, it was found that the exit procedure for a particular employee was not conducted as per the organisation's procedure. The Department's manual states on exit procedure but there was no form as records to record proper exit of the employee. The prime concern is that an employee's departure with take along a few desk drawer cupboard keys and employee parking pass. As a result, the alternative keys could be retrieved by Administration Department's from their safe keeping of spare keys, but the organization incurs additional cost for replacement of the parking access card.

The governance and supervisory spotlight on Operational Risk Management by the Risk Officer, consideration has been continually cumulative. Considerations keen to the quantification of Operational Risk perspectives' overwhelming influence has shown numerous big operational losses. Since the size of the above actions and their worrying impact on the monetary community as well as the rising likelihood of operational risk damages due to an ever-growing difficulty of products and processes, a sound monitoring and quantification of operational risk losses becomes increasingly essential.

## **Conclusion**

The analysis from the above five major issues rose from the inter-departmental connections, customer service management, organisation and methods, SLA business management, IT and human capital. The Operational Risk Officer produced a comprehensive report on monitoring and improvement plans for the departments. The issues conveyed in the banks internal Incident Management Reporting System, Compliance Department, Internal Audit Department with another set of report to External Auditor and regulator, is to ensure supervisory expectations on Banking and Financial Institution's operational risk management outline and foundation for the Bank's superintendent assessment. Subsequently, the Operational Risk Officer must handover the matter to Executive Risk Management Committee (ERMC) for considerations. ERMC is a monthly Risk Management Meeting chaired by Chief Executive Officer, Chief Risk Officer (CRO), Chief Operating Officer (COO), with senior managements of the organisation. The reporting is necessary due to the operational loss and reputational risk issues faced by the organisation. This is also to create awareness to address, top of the incident management and new improvement plans for the organisation for better operational risk mitigation plan. Moreover, the Basel III trend could also be observed in Malaysian Banking and Financial Institutions, as Malaysia being a

member of the World Bank, International Monetary Fund (IMF) and follows all BIS regulations. Hence the Basel III is strictly implemented in Malaysia. All these regulatory measures not only reduce the losses and Bank's failures but also increases the confidence in banking services. A healthy banking system will help the nation in terms of economy, policy and development.

## **Acknowledgement**

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# Corporate Governance and Internationalization of Malaysia Public Listed Companies

Lee Lian Yee & Chu Ei Yet

Graduate School of Business, Universiti Sains Malaysia

Email of corresponding author: lianyee50@hotmail.com

## Abstract

The main purpose of this study is to examine the impact of the corporate governance on Internationalization for a sample 46 listed companies from 2008 to 2011 which have the reported international operations abroad. The study proposes that corporate governance mechanisms such as directors' compensation and characteristics of the board could influence firms' decision to internationalization. The measurement for internationalization is foreign sales (FS) and foreign assets (FA). The empirical results indicate that Internationalization by measuring FS is negative and significant related to board size. While measuring by FA indicate the negative and insignificant result. On the other hand, FA and FS are positive and significant related to executive compensation. However, it also found insignificantly related to CEO duality and board independent. According to MCGG requirement, the role of CEO and chairman should remain as non-duality to avoid CEO overpower and board to consist of 1/3 of independent board directors. As result, corporate governance characteristics especially board size and director remuneration does influence firm internationalization.

**Keywords:** board size, board independent, CEO duality, directors' remuneration and firm Internationalization

## 1.0 Introduction

Directors' compensation is an important element that brings impact to the firms' performance (Brick, Palmon & Wald, 2006). The purpose of the directors' compensation is to align with the firms' performance. The directors' compensation consists of salary, bonus, and other benefit. The directors' compensation is measured against company profits – this is called pay-for-performance. The overpayment or underpayment of executive compensation might motivate or demotivate the board to perform effectively. The overpayment is detrimental to the firms and the shareholders' value as overpayment may due to directors' private interest.

In United States the directors' compensation has drawn a lot of public attention. The directors' compensation has an excessive increased over the past decade, from 24 times over the average worker's salary in 1965 to 262 times in 2005. Since 2009, the average increase has been over 20 percent annually (Mishel, 2006). While in Malaysia has received not less attention, the average CEO of a Malaysian listed company received more than RM1 million in salaries per year (Tan, 2002). The top listed companies CEO such as Genting (Tan Sri Lim Kok Thay) , IOI Corp (Tan Sri Lee Shin Cheng) and CIMB (Dato Nazir Razak) has received RM 86.5 million, 2007, RM56.3 million, 2010, RM10 million, 2011 respectively (Fong, cited in Ismail, Yabai and Low, 2014, Yunus, cited in Ismail et. al, 2014, Kaur, 2013). It has brought question of whether directors' pay for performance.

Malaysia had experienced a rapid rise of Outward Foreign Direct Investment from early 1990s onwards. The Malaysian government played an important role in actively promoting direct investment abroad. Malaysia firms has gone internationalization for market-seeking, resource-seeking and efficiency-seeking (UNCTAD, 2007). It expands from a local company to internationalize market. Malaysia companies that have expended to overseas market are Kulim, Kumpulan Guthrie, Sime Darby, UEM, Amsteel Corporation, Genting, Hume Industries, Telekom Malaysia, Malaysian Airlines, Malaysian

International Shipping Corporation, Maybank and Astro (UNCTAD, 2007). Firm internationalization has been a good trend however; it has brought to whether the internationalization aligns to the shareholder interest. In this study, we intend to investigate the relationship of directors' compensation and firm internationalization.

The empirical studies highlighted the misalignment of shareholder interest between executive compensation and firm internationalization. The executive compensation increase outstripped the firm's performance (Gregg, Jewell & Tonks, 2005). In other words, the directors receive huge amount of compensation that does not tie with firm performance. Besides, the findings show that firms in United States with significant overseas operations enjoy a somewhat higher total compensation when measured using the firm's foreign sales to total sales (FSTS) (Fatemi et al., 2003). Firms might overestimate and overpay the board due to foreign operations. This has drawn a question on whether boards take the opportunity of foreign operations to their own private interests.

When there is no appropriate supervision, the boards of directors could take additional steps to enjoy spending shareholders' money lavishly to their private interest. According to agency theory, the problem occurs when given the cooperating parties have different view of goals and risks perception (Jensen & Meckling, 1976; Ross, 1973). This has created a separation between ownership and control has brought to an opportunity created for directors to maximize their personal wealth at the expense of shareholders (Jensen and Meckling, 1976). The agency cost increases when conflict of interest arises between the shareholder and the manager due to different goals. The shareholders interest is to maximize the value of the firms while the managers' objective is to maximize their own personal goals.

The excessive executive compensation has raises the need for corporate governance frameworks which helps to reinforce managerial accountability and encourages managers to maximize profit and shareholders' value rather than pursue their own objectives. Corporate governance has significant impact to firms' internationalization (Oxelheim and Randøy, 2013). Hence, with an effective system of corporate governance controls is considered crucial to align the interests of directors with those of shareholders. Prior studies analyzed the relationship between corporate governance to firms' internationalization (Sanders and Carpenter, 1998). The good corporate governance practice has been prescribed by OCED (2012) include the board size, separation of CEO and chairman position and board independent. The study proposes that corporate governance mechanisms such as directors' compensation and characteristics of the board could influence firms' decision to internationalization.

## **2.0 Literature Review and Hypothesis Development**

### **2.1 Directors' Remuneration and Internationalization**

Past literatures demonstrated a positive relationship between firm performance and directors' compensation. The director compensation believed that a firm must offer executive-level candidates and employees an appropriate compensation level. CEOs that manage overseas operation receive higher compensation than the domestic oriented firms (Sanders and Carpenter, 1998). Besides, CEO listed on the Forbes Magazine from 1974 to 1986 reveals the significant association between pay for performance (Jensen and Murphy, 1990). Similar finding by Tosi (2000) relate pay to performance and found to have a positive relationship. It is also supported by Clarkson, Nichols and Walker (2005) found a positive relation of compensation with firm performance. Hence, study found a positive correlation of compensation and firm performance. Therefore, we propose the following hypothesis.

*H1: Executive Compensation positively related to firms' internationalization*

### **2.2 Board Size and Internationalization**

Past studies discovered there is a positive relationship between board size and firm performance.

According to Adams and Mehran (2011), firm with a large board of directors has brought to better performance. The larger the board size, the greater knowledge therefore it enhanced the firm performance and effectiveness control (Coles et al., 2008). The number of directors is positive correlated with high performance (Godard and Schatt, 2004). Thus, larger boards are found to be more efficient in monitoring, advising functions and create more value for a firm.

The board size has been influenced by the complexity of the firm's environment. It has been debated that the number of dependencies reflected to the increased organizational ties (Pfeffer and Salancik, 1978). When firm expands international, it has indeed increase the new members to represent the expertise from the international constituencies (Pfeffer, 1972) and increase the information-processing capacity. The larger groups have more skills and abilities to solve large and more complex problems (Jackson, 1992) and the consequently have greater information-processing capacity with larger team. This also been supported by Halebian and Finkelstein (1993) found that firms with large teams performed better than firms with small teams in the complex environment. Hence, large team is better to deal with more complex information processing. Hence, we propose the following hypothesis.

*H2: There is positive relationship between board size and internationalization*

### 2.3 Independent Directors and Internationalization

In several past studies (Agrawal and Knoeber, 1996; Adams and Mehran, 2003) found a significant correlation between the proportion of independent directors and firm performance. Besides, companies with more independent boards have stronger governance and leads to better firm performance (Brickley et al., 1994). Furthermore, high proportions of independent directors have brought significant impact to the board to improve the quality of financial disclosure and financial performance of companies. It is also supported a positive relationship between the number of independent directors and firm performance (Dehaene et al., 2001). Moreover, the inclusion of a larger proportion of outside directors may reduce the likelihood of financial fraud.

An increase with the number of independent directors on the board promotes a positive financial performance of the firm (Lefort and Urzua, 2008). As a result, the higher proportions of independent directors on the board are positively correlated with firm performance (Zainal Abidin et al., 2009). Likewise, Awan (2012) also discovered a positive relationship between independent directors and firm performance that measured by return on assets (ROA) and return on equity (ROE). Thus, independent directors did play a significant role in monitoring firm financial performance and act in the best interest of shareholders. We propose a positive relationship between board independent and internationalization due to act as a monitoring role on behalf of shareholders. Therefore, we propose the following hypothesis.

*H3: There is positive relationship between independent directors and internationalization*

### 2.4 CEO Duality and Internationalization

Duality is not only an issue of governance or leadership for acting chairman or CEO roles but it is also associated with the firm performance. In order to have an individual acting as a monitoring role therefore it is important to have a separation of management and control decisions. The separation of roles reduces agency costs and improves firm performance (Jensen and Meckling (1976) and Jensen (1993). Firm that switch to the practice from dual leadership structure to a single leadership structure (separated roles between the CEO and the chairman) to control agency problems had experienced a significant improvement in performance (Fosberg and Nelson, 1999).

Previous studies have found that CEO duality is negative related to firm performance. The CEO who is

the sole manager on the boards argued to be more powerful than boards consisting of others managers and thus may influence decision-making, which in turn can have a negative impact on performance (Adams et al., 2005). It found that CEO duality has negative relationship with firm performance. Study by Raluca-Georgiana (2013) found that CEO duality is negatively associated with firm performance. Firms that had duality roles were not performing as well as their counterparts with separated board leadership (Rahman and Haniffa, 2005). In addition, firms dominated by a single person led to financial reports being issued much later than those with separation of the roles (Abdullah, 2004). Thus, due to centralization of power resulting from the chairman-CEO duality could be detrimental to board effectiveness, since the same person would manage and dominate board decisions. Therefore, we propose the following hypothesis.

*H4: There is negative relationship between CEO duality and Internationalization*

### **3.0 Methodology**

#### **3.1 Data Collection Design**

This study is based on content analysis of the individual companies' annual reports. The data required for the purpose of this study is collected from 2008 and 2011 annual reports of the chosen publicly companies listed on Bursa Malaysia. The selected firms consist of firm went overseas markets that reported to have foreign assets and foreign sales in their annual report.

#### **3.2 Statistical Analysis**

Our empirical approach uses a mixture of time series and cross-sectional data for this research. According to Andres and Vallelado (2008), the most efficient tool for their research is the analysis of panel data. Using the Eviews software for the analysis, we used the Panel OLS to estimate the result.

#### **3.3 Measurement of Variables**

$$Intz = \alpha_0 + \alpha_1 DR + \alpha_2 BS + \alpha_3 BI + \alpha_4 Duality + \alpha_{it}$$

Intz = Foreign Sales/ Total Sales and Foreign Asset/ Total Asset

DR = Director Remuneration

BS = Board Size

BI = Board Independent

Duality = CEO duality

This study focuses on the four independent variables which are director remuneration, board size, board independent and CEO duality. Firstly, director remuneration measured the total salary, bonus and other benefit. Secondly, board size is measured by the number of directors sitting in a board. Thirdly, board independent measured the total number of independent directors sitting on the board. Lastly, the CEO duality measured whether CEO hold dual position as a chairman and CEO. Dependent variable is firm internationalization which measured by two indicators which are FSTS and FATA.

### **4.0 Results and Discussion**

#### **4.1 Descriptive analysis**

The mean for foreign sales to total sales 17.1397% and foreign assets to total assets is 15.5076% respectively. The median of director remuneration is RM 2004360. It indicates that on average 46 public listed Malaysia companies operation aboard that achievement sales measure in foreign sales (FS) and foreign asset (FA).

**Table 1: Variables, definition and descriptive statistics**

	Definition	Median	SD
FSTS	% Foreign Asset to Foreign Asset	17.1397	26.0017
FATA	% Foreign Sales to Foreign Sales	15.5076	22.3844
BOARDINDP	Total number of executive on the board	3.3401	1.2792
BOARDSIZE	CEO duality = 1 and non CEO duality = 0	7.0884	2.1057
COMP	Director Remuneration	2004360	1890762
DUALITY	Total number of independent directors on the board	0.4830	0.5015

#### 4.2 Regression analysis

Regression analysis is conducted by using Ordinary Least-Squares (OLS). The overall regression analysis is represented in Table 2 and 3. The overall strength of the regression model is 17.2659 or 1726%. Besides, the significance of the model for F statistics and p value is  $p < 0.005$  respectively. The regression findings also show that only BSIZE and COMP are significant variables at p-value of less than 0.05. The BOARDINDP and DUALITY results are not significant. The median of Director Remuneration of RM 2004360, with 1% increase in FSTS increase director remuneration by 5.90E-06. While, 1% increase in FATA will increase director remuneration by 2.97E-06. The Durbin-Watson Test (DW) result of 0.3915 and 0.5102 for FSTS and FATA respectively. This research examines the existence of multicollinearity problem by using Pearson's correlation analysis. Based on the result for each pair of variable in table 3, there is no serious multicollinearity as the value are  $< 0.7$ .

**Table 2: Regression Analysis of FSTS & FATA**

Dependent Variable	FSTS		FATA	
Independent Variable	Coefficient	Prob.	Coefficient	Prob.
BOARDINDP	0.7823	0.7194	1.3547	0.5057
BOARDSIZE	-2.3231	0.0942*	-0.4178	0.7385
DUALITY	4.2852	0.2812	4.391608	0.2369
COMP	5.90E-06	0.0000*	2.97E-06	0.0029*
C	17.2659	0.0308	6.0267	0.4051
R-squared		0.1818		0.0676
F-statistic		8.2192		2.6656
Prob(F-statistic)		0.0000		0.0347
Durbin-Watson stat		0.3915		0.5102

Note: \*significant at 5% and 10%

Table 3: Pearson Correlation

	FSTS	FATA	BOARDINDP	BOARDSIZE	COMP	DUALITY
FSTS	1.0000	0.6801	-0.1094	-0.1073	0.3968	0.1193
FATA	0.6801	1.0000	0.0570	0.0746	0.2665	0.0480
BOARDINDP	-0.1094	0.0570	1.0000	0.6862	-0.0219	-0.2405
BOARDSIZE	-0.1073	0.0746	0.6862	1.0000	0.1523	-0.2047
COMP	0.3968	0.2665	-0.0219	0.1523	1.0000	-0.0364
DUALITY	0.1193	0.0480	-0.2405	-0.2047	-0.0364	1.0000

## 5.0 Conclusion

This study examines the corporate governance characteristics influence firm internationalization. The finding indicates that board size and director remuneration are associated with the firm internationalization. However, board independent and CEO duality provides inconclusive result, therefore, it does not impact to firm internationalization. According to MCCG requirement, the role of CEO and chairman should remain as non-duality to avoid CEO overpower. As result, corporate governance characteristics especially board size and director remuneration does influence firm internationalization. However, the limitations are the sample size and data of 4 years period that might not explain the correlation of the variables accurately. The future research might need to address the limitation.

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# UIG Collaboration in Malaysia: The Significance of Intermediary Organization

Fadzly Zakaria, Elisha Nasruddin

Graduate School of Business, Universiti Sains Malaysia

Email of corresponding author:mfz15\_dbag023@student.usm.my

## Abstract:

In recent years, there has been a huge debate among researchers in identifying the best University-Industry-Government (UIG) partnership model which could drive innovation. The problems with UIG collaboration are due to differences in objectives, functions, and mechanisms among stakeholders, therefore such collaboration is difficult to form and sustain. A review of relevant literature and critical insights related to the topics from various management theories/ models are discussed in this paper. Some researchers suggested the concept of Triple Helix Model (TH) where UIG should work together as a team to create innovative and successful outcomes. Innovation is one of the national agendas in increasing the quality and productivity of our economic growth through strategic partnership. The government has introduced intermediary organization to harness the collaboration amongst UIG where it plays a crucial role in facilitating the TH. Therefore, this paper aims to further elaborate the significance of intermediary organizations in stimulating the TH. It also incorporates the concept of strategic partnership and innovation which become crucial tasks for intermediary organization in promoting synergic collaboration. Moreover, it analyses the correlation between the development phase of TH and innovation process by identifying the blockages or gaps in the existing system. This paper contributes towards a sustainable partnership framework and provides a solution for innovation creation especially in managing stakeholders' involvement by explaining why and how collaborative intermediary organizations can facilitate the dynamic and synergy of collaboration, hence moving towards innovation.

**Keyword:** University-Industry-Government, Triple Helix Model, Intermediary Organization, Strategic Partnership, Innovation

## 1. Introduction

In the Eleventh Malaysian Plan, Malaysian government has been focusing on strengthening the relational capital by improving collaboration among all stakeholders involved in research and commercialization (Economic Planning Unit, 2016). Relational capital can be described as a collaboration that government needs with its external stakeholders (e.g. university and industry) which can generate value creation (Ghane and Akhavan, 2014; Bianchi Martini *et al.*, 2016). Therefore, TH provides a framework for UIG collaboration model that helps to shift our economy towards innovation-driven economy and increases the effectiveness of its collaboration. To stimulate TH, the government established several intermediary organizations to strengthen the UIG collaboration and ability to translate the knowledge into valuable creation of products or services through innovation and entrepreneurship (Rahim, Mohamed and Amrin, 2015; Latif, Abdullah and Jan, 2016).

## 2. The UIG Collaboration

The concept of University-Industry (UI) collaboration has evolved since the 1990s when TH was introduced by integrating government as a policymaker and providing a suitable ecosystem for innovation (Etzkowitz, 2008; Leydesdorff & Zawdie, 2010). Each stakeholder in UIG has their own role and responsibility, for example, university is responsible for teaching & research, industry gains market access through commercialization, and government plays a crucial role in providing a support on innovation



ecosystem (Wonglimpiyarat, 2016). Figure 1 shows the development phases of TH where it starts with internal transformations, influence other, a new tri-lateral network and finally TH organizations and the recursive effect (Etzkowitz and Dzisah, 2008).

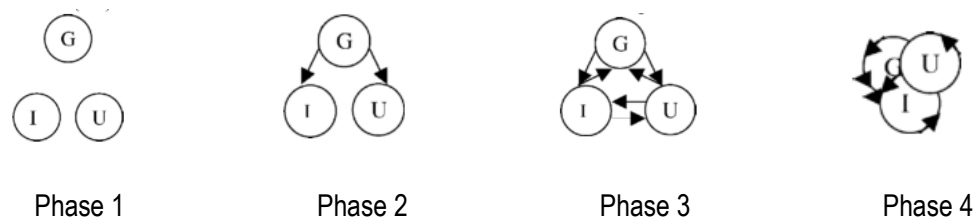


Figure 1: The Development Phase of TH  
Source: Inzelt (2004)

Phase 3 denotes a synergy amongst UIG that represents the key elements of the innovative. Particularly, the trilateral networks and hybrid organizations happen when there is a dynamic interaction happening within TH when there is an active interaction amongst UIG, which leads to new ideas being generated and ultimately innovations being created. Thus, TH becomes well-balanced when there is a trade-off amongst each stakeholder to achieve similar goals. For an effective collaboration, all the resources related to UIG should be concentrated towards the similar goals which can give a synergistic effect for the development of a new breakthrough (McKerlich, Ives and McGreal, 2013; Kim and Lee, 2016). The success of UIG collaboration is expected upon the basis of the coordinated interaction which is a challenging task to perform on the operational processes and day-to-day basis.

### 3. Intermediary Organization

The intermediary organization acts as a catalyst towards strengthening the collaboration of TH. It is an organization established by either government or private entity focusing mainly on facilitating the research and commercialization. Intermediary organization is seen to be vital to the success of innovation, particularly in countries that otherwise might not be able to create a necessary 'critical mass' of knowledge creation activity. Johnson (2008) claimed there are five roles of intermediary organization which are 1) mediator/ arbiter, 2) sponsor/ funds/ provider, 3) filter/ legitimator, 4) technology broker, and 5) resource/ management provider. The Malaysian government has created and/ or supported organizations that act as sponsors of specific technological innovations, for example, Collaborative Research in Engineering Science & Technology (CREST), Malaysia Technology Development Corporation (MTDC), and CRADLE fund. CREST is an intermediary organization helps to accelerate the economic growth by creating an innovation research ecosystem for Electrical and Electronic (E&E) industry in Malaysia.

Past literature provides some insights on different types of intermediary organizations which established to supports TH arrangement amongst UIG (BagheriMoghadam, Hosseini and SahafZadeh, 2012; Crespín-Mazet, Goglio-Primard and Scheid, 2013). For example, an empirical research conducted by (Nakwa, Zawdie and Intarakumnerd, 2012) explores the roles of innovation that intermediary organization plays in stimulating TH networks among Small and Medium Enterprise (SME) in Thailand. The finding suggested market-led intermediary organization would be more effective in promoting TH network development than government-funded intermediaries. In addition, a comprehensive case study conducted by (Villani, Rasmussen and Grimaldi, 2017) on nine Italian intermediary organizations shows that different types of intermediary organizations address the same fundamental issue of bridging the different logics of academia and industry in different ways, whereby the findings show that intermediary organizations can reduce cognitive, geographical, organizational, and social distance in UI collaborations by addressing different proximity dimensions depending on the prior experiences of academic and industrial actors and the nature of the knowledge that is transferred.

### 3.1. Strategic Partnership

The intermediary organization also promotes UIG collaboration through a strategic partnership. A strategic partnership can be defined as to include other organizations such as research institutions, educational institutions, capital providers, and government organizations to stimulate economic development and strengthening competitiveness. It is typically a networked and connected system in many different ways (e.g. resources, geographical, information, mobility and sharing) and it is often involved in collaborative projects (Ablaev, 2015; Morgulis-Yakushev and Sölvell, 2017). In addition, some literature has associated strategic partnership with the theory on strategic alliances which can be considered as relevant. Both terms can be defined as a working partnership in which there is mutual recognition and understanding that the success of each party depends on the other (Roumboutsos and Chiara, 2010).

Traditionally, an organization enters partnerships to reduce production cost and exploit the internal knowledge creation (Piltan and Sowlati, 2016). This happens due to lack of capability or capacity to grow the in-house knowledge, therefore causing them to discuss with external parties on ideas and know-how (Baloh, Jha and Awazu, 2008). However, Caiazza & Stanton (2016) argued organizations nowadays are building partnership because of the intention to provide high quality of goods, better quantity of production and price, better usage of resources which push them to build a partnership and create innovations, and improving their competitiveness. Besides that, uncertainty avoidance is one of the reasons for organizations to seek network partners (Latif, Abdullah and Jan, 2016). Therefore, the partnership brings different types of information which can lead to a broadening of the organizations' scope.

Organizations cannot work in isolation because every organization is highly specialized in the niche area (Baloh, Jha and Awazu, 2008), often focusing their own capabilities on specific expertise, services, or products (e.g. research and production). Therefore, in order to become competitive in the market, organizations must improve their core capabilities and engage with business partners to supplement, expand, and apply knowledge (Rehm and Goel, 2015). As such, it is not sufficient for an organizations to simply rely on its internal knowledge base for ideas but the organizations must search for new opportunities and realize that the strategic partnership with external entities to source ideas, know-how, and capabilities will have better impacts on their achievements (Baloh, Jha and Awazu, 2008).

### 3.2. Innovation

Innovation is one of highly discussed topics among researchers because it has a significant impact towards improving our way of lives. Christopher (1989) defined the fundamental concept of innovation as the application of new ideas to the existing products, processes, or other aspects of the activities that lead to increasing "value". The add-on value found in the product or process innovation improvement has benefited the related stakeholders in the whole value chain. Doret & Johan (2014) claimed that the value of innovation should adapt to the fast-changing markets, technologies, and modes of competition in order to be viable and competitive in the market. Moreover, the innovation performance has become one of the most important elements towards competitiveness and national progress.

Innovation is the main driver for creating new opportunities that derive greater value for both economy and society. There have been many empirical studies showed the positive impact of TH towards innovation ecosystem (e.g. Sørensen & Hu, 2014; Weckowska, 2015). In recent years, innovation output focuses more on fulfilling the customer satisfaction through providing high-quality services and products (Caiazza and Stanton, 2016). Therefore, organizations have collaborated with other stakeholders and participated in industry-specific activities and public support (Rehm and Goel, 2015; Caiazza and Stanton, 2016). Intermediary organization helps to improve innovation ecosystem by providing a better

collaboration and integration initiatives towards stakeholders (Economic Planning Unit, 2016). The outputs from research and collaboration have been closely aligned with market demand, and private sector will be active partners in the R&D and commercialization. Consequently, there will be a higher return on investment from innovation towards Malaysia's economy (Lee, 2011).

#### 4. Discussion

A strategic partnership can provide a source of innovative rejuvenation to UIG collaboration which has complementary skills and expertise (Baloh, Jha and Awazu, 2008). The relevant literature and critical insights of these topics are being discussed and debated to identify the gap. This research is consigned to maintain the close interaction amongst the UIG. The close intertwining of cooperation and competition in the last decades evidenced the establishment of innovation process intercompany collaboration within the strategic partnership (Ablaev, 2015). The innovation process model illustrated in (Figure 2) shows, at the research and development stage, the UIG start to engage and produce plans for new processes or blueprints, and initial prototypes of new products or processes. When it reaches the commercialization stage, the new innovative product or process is achieved through UIG partnership. Finally, at the final stage, commercialization triggers the start of another chain of events, broadly characterized as diffusion which covers the widespread adoption of the new product or process by the market.

To further explain the process, Henry Etzkowitz & Ranga (2013) published an article related to the Triple Helix System (THS) which provides an explicit explanation a systemic interaction in TH. THS is divided into three main categories which are components, relationships and functions. Components related to the UIG activities in the process of innovation characterized by increasing knowledge-intensive, communication and interconnectivity between people and institutions, mobility of people and financial capital, delocalization and globalization of production sites, labour and social relationships. The relationships described as the capacity of UIG to transform tension and conflict of interest into converging interests relating to common objectives and 'win-win' situations are more important given that the very nature of conflicts and tensions. Finally, the function of THS is to generate, diffuse and utilize knowledge and innovation goes beyond the technology function and four types of competencies (selective, organizational, technical and learning) described in the innovation systems theory.

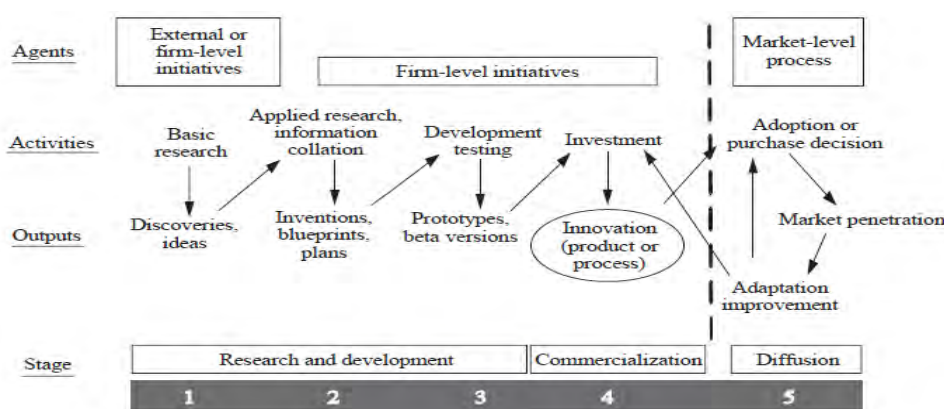


Figure 2: The Stages of Innovation Process  
Source: Christopher (1989)

Business performance is a function of innovation which results a significantly affects towards competitiveness amongst SMEs (Najib and Kiminami, 2011). While prior studies have investigated factors, processes and pathways traversed in user innovation within the real world (Salvador, Mariotti and Conicella, 2013), there are limited literature attempts to explain the impact on of TH and innovation

especially towards the initiatives governs by intermediary organization. The new integration of (Figure 1) the development phase of TH and (Figure 2) stages of innovation process provide a new sustainable partnership framework and a better solution for innovation creation. Therefore, the gap is to identify the integration process of TH and its factor associated with innovation. Furthermore, there are limited studies analyse of the micro-mechanisms especially on strategic partnership and innovation process by using qualitative study, especially in Malaysia.

Research and Development		Commercialization	Diffusion
Internal transformations	Influence other	Tri-lateral network	Recursive effect
<b>Phase 1</b>	<b>Phase 2</b>	<b>Phase 3</b>	<b>Phase 4</b>

Figure 3: Sustainable Partnership Framework

## 5. Implication for Theory and Practices

This paper provides a new integration towards sustainable partnership framework which provides a better solution for intermediary organization approach. Furthermore, the sustainable partnership framework helps to hasten the research team and boost up the innovation process by identifying the phases and examining the respective agents, activities and the outputs. In addition, it helps intermediary organizations' function in strengthening the UIG collaboration which can be used to facilitate the development of innovations in terms of coordination and promote innovative outcomes. Intermediary organization should provide a mechanism in handling the issues pertaining to strategic partnership and innovation because it is a part of national agenda in research and commercialization to achieve high-income economy and sustainable innovation economy in the long run. The theoretical significance of this research where it covers an in-depth examination of intermediary organizations in Malaysia which promote TH collaboration. However, the framework has a limitation in explaining other external factors which may impact the scope of study. The future study should cover the mechanism of competitiveness and social involvement in the strategic partnership, innovation, and explores further TH as it is an important collaboration model, especially in the context of Malaysia.

## 6. Conclusion

With the increasingly competitive global market demand for innovative products requires all the stakeholders to have better collaboration. The finding helps intermediary organization to find the best solutions for the integration of THS in developing a strategic partnership and innovation. It also provides an in-depth view of the circulation of knowledge flows and resources within and amongst the UIG, helping to identify existing blockages or gaps. This study provides a framework which helps intermediary organization to be agile and continues to strengthen the dynamic interaction amongst the UIG which provides a good foundation for the process of strategic partnership and innovation in Malaysia.

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# **The Mediating Role of Incumbent System Habit in the Relationship between Customers Perceived Value and Repurchase Intention in Smartphone Industry in Malaysia**

**Septa Akbar Aulia, Zuraidah Sulaiman & Muhamad Syakir Shukor**

Universiti Teknologi Malaysia, Malaysia

Email of corresponding author: [aasepta2@live.utm.my](mailto:aasepta2@live.utm.my)

## **Abstract**

The increasing number of smartphone vendors have made the competition in smartphone industry becomes fiercer than before. The implementation of habit construct in the research model have recently gained increasing attention among the IT researchers. Despite preliminary literatures perceived consumer habit as determinant of repurchase behavior in digital context, majority of the studies have defined consumer habit from the perspective of situation of use, and still lack of research focusing on habit from the perspective of skill developed related to the system. This study therefore aims to provide research model investigating the mediating role of skill-based habit related to the system (incumbent system habit) in the relationship between customer perceived value and customer repurchase intention in smartphone context.

Keywords: Smartphone; Habit; Perceived value; Loyalty.

## **1. Introduction**

Smartphone industry is one of the fastest growing industry in the world. Survey has indicated that the adoption of smartphone has experienced tremendously an increasing from year to year in both developed and developing countries (Poushter, 2016), particularly in Malaysia. The usage of smartphone in Malaysia has been reported to increase from 14% in 2004 to 53.4% in 2014 (Malaysian Communication and Multimedia Commissions, 2015). Malaysia was recognized to have the second highest mobile phone market penetration in Asia after Singapore by 80% in 2013 (Nielsen Report, 2013) and has reached its highest market penetration by 140% in 2014 (World Bank, 2014). Nowadays, the smartphone users in Malaysia has reached 16.4 million from 30.9 million of its population and it is predicted to keep increasing to reach 23.31 million of smartphone users in 2022 (Statista, 2017). Given that Malaysia has large number of smartphone users, understanding their post-purchase behavior of smartphone is crucial for the manufacturers in order to ensure that they can sustain and compete in the fierce market environment.

Previous empirical studies have reported that when the people decide to stay or switch with particular brand, they might first evaluate about the value of the product or service (e.g. Chen et al., 2015). Past mobile technology related studies have also noted that the success of retaining the customer is determined by the value that the customer received (Chuah et al., 2017; Yeh et al., 2016; Kim et al., 2016; Lim and Shankar, 2014). However, the non-value factors could not also be ignored and its effect on customer purchase behavior must also be explored. The continuance usage of smartphone on the daily basis may cause the users to develop habit and it may also affect their future purchase behavior.

Limayem et al. (2001) has argued that the continuance usage of IT varies depending on the level of consumer habit. Furthermore, a number of studies have demonstrated that habit may directly or interactively influences repurchase behavior (e.g. Hsu et al., 2015; Chiu et al., 2012). Despite the adoption of habit has recently gained a lot of intention and has been examined in the IT related literature. However, only few studies have sought to understand how habit is produced thus influence future purchase



behavior. In addition, the perspective of habit related to the system has not previously been examined in IT related literature particularly in smartphone context. To fill this gap, this study therefore aims to investigate the mediating role of habit related to the system (incumbent system habit) in the relationship between customer perceived value and customer repurchase intention. One must understand that the usage of product-based technology such as smartphone requires learning process, and the people tend to handle almost all their daily affairs using smartphone (Hamka et al., 2014). Accordingly, the frequent usage of smartphone may cause the users to develop specific skill related to the system and influences their purchase behavior, thus it may also reduce the impact of perceived value gradually.

## **2. Literature Review**

### *Repurchase Intention*

The focus of this study is to understand the drivers of customer purchase behavior as it is perceived to be the main purpose of retaining the customers (Khan et al., 2015). The term repurchase intention is commonly used in marketing literature to measure customer purchase behavior due to the actual data (real purchase data) may be difficult to obtain (Duman and Mattila, 2005). In this study, repurchase intention can be defined as the customer's strong commitment to rebuy the same smartphone brand in the future. Previous technology related studies have shown that repurchase intention does significantly predict the actual purchase of the technology or application (e.g. Yeh et al., 2016; Hsu and Lin, 2015).

The perception of value has been commonly adopted in the mobile technology related studies to predict consumer behavior intention due to it covers various aspects of value such as cognitive, affective, and social aspect. Consequently, various models related to customer perceived value in IS context has also been proposed by previous studies whereby technology acceptance model (TAM) and unified theory of acceptance and use of technology (UTAUT) models have been perceived to be the most recognized model used to predict consumer behavior. However, in consideration of the frequent use of smartphone, the way the users use their smartphone may also be influenced by the system applied in their device (Lin et al., 2015), thus their usage behavior may also become habitual. Therefore, this paper will also examine the habitual construct of "incumbent system habit" to predict the repurchase behavior of smartphone users.

### *Customer Perceive Value*

Consumer value has been perceived to be the key factor for organization success. Although there are many premises of conceptualization of perceived value that can be divided into unidimensional approach and multidimensional approach (Sánchez-Fernández & Iniesta-Bonillo, 2007), literatures have shown that customer perceived value is better conceptualized as multidimensional constructs as it captures various value dimensions thus provides better prediction of customer purchase behavior (Zauner et al., 2015). In this regard, the earlier study of Sweeney and Soutar (2001) have divided value into four dimensions consists of functional value, monetary value, emotional value, and social value, as well as have developed the scales to measure such dimensions so-called "PERVAL" in their study.

In perceived value literature, PERVAL has been perceived to be the most recognized as well as effective scale measurement to measure perceived value among the marketing researchers. However, due to the dimensions used are for general purpose, some value dimensions therefore have not been examined as well as its measurement are not provided in the study (e.g. conditional value and epistemic value). Since the use of smartphone involves various type of values apart from what has been mentioned above, few studies have addressed the need to enhance the perceived value concept by including more dimensions

related to the use of smartphone and to examine its effect on the user's purchase behavior. Previous studies on digital telecommunication context have provided a significant evidence that epistemic value (e.g. Gummerus and Pihlström, 2011) and interaction support value (e.g. Phang et al., 2009) should not be ignored in the research model when measuring customer purchase behavior. Therefore, in this study, the various dimensions of perceived value have been integrated in the research model for the investigation of smartphone usage among Malaysian users which includes functional value, emotional value, monetary value, social value, epistemic value, and interaction support value.

Functional value can be defined as the utility derived from using the smartphone related to ease of use, its quality, and performance of smartphone (Kim et al., 2016; Sun and Su, 2013). Monetary value is defined as the monetary benefits that the customer gain from purchasing the smartphone (Tseng and Lo, 2011). Emotional value refers to the user's perception of fun, happiness or pleasure from using the smartphone (Sun and Su, 2013). Social value is defined as the utility derived related to the enhancement of social self-concept from using the smartphone (Sun and Su, 2013; Chun et al., 2012). Epistemic value pertains the benefits received by the users related to the product capacity in arousing the user's curiosity or offer novelty through personal experience in using smartphone (Pihlström and Brush, 2008). Finally, interaction support value relates to the benefits that the users receive to enhance the social interaction with other smartphone users (Phang et al., 2009).

Although multidimensional approach has been perceived to be better conceptualization of perceived value. The different arguments exist between the lower order and higher order model of the construct. The consumption value theory of Sheth et al. (1991) has postulated that the value components are independent to each other and therefore the lower-order multidimensional model of perceived value has been commonly adopted in predicting consumer attitude and consumer behavior particularly in mobile technology and information system context (e.g. Hsiao et al., 2016; Yeh et al., 2016; Yu et al., 2013). However, recent study of Chuah et al. (2017) has provided evidence that perceived value is better modelled as second-order multidimensional construct in predicting customer behavior. Therefore, this study conceptualized perceived value as reflective multidimensional second order construct.

#### *Incumbent System Habit*

In general, habit is defined by the researchers as the automatic response related the certain situational cues (Yang et al., 2016). In this regard, Limayem et al. (2001) has postulated that the automaticity of habit occurs due to the repeated learning process. That is, people are likely to perform some actions unconsciously because they are used to perform it for several times. The issue of habit has recently gained an increasing attention in information technology related studies and has been adopted to predict customer behavior phenomenon (Lin and Wang, 2016). In this study, the authors took habit as mediating variable in predicting the behavior of smartphone users.

In the context of smartphone use, habit may be referred as the automatic behavior in using smartphone due to certain situational cues such as browsing internet or checking email whenever entering the subway (Venkatesh, 2012). However, based on reviewing the previous IT related literatures, the habit construct adopted was mostly conceptualized as general habit or focused on the automaticity use of smartphone due to certain situation (Soror et al., 2015) and lack of research focusing on the specific habit related to the system. Murray and Häubl (2007) has postulated in their skill-based habit theory that habit may also be produced through skill developed from using the technology. That is, after repeated learning process, people will have specific skill in using the technology thus the sequence steps needed to perform some actions will be unconsciously done. Therefore, in this study, the conceptualization of habit construct will be focused on the specific skill related to the system rather than the general use of smartphone.

Unlike the common IT literatures, in this study, habit is conceptualized as reflective second order multi-dimensional construct. Previous study of Polites (2009) has argued that in order to have better measurement, habit is better modelled as second-order multidimensional construct due to the automaticity-nature of habit may be produced by several factors. The study of Polites and Karahanna (2012) further have proposed three dimensions of habit constructs such as “controllability”, “awareness”, and “mental efficiency”. Controllability can be defined as the level of difficulty that the users perceived in controlling or resisting a particular behavior (Polites and Karahanna, 2012). Awareness is defined as the extent to which the users may be unaware about the presenting of the situational cues that triggers them to do a particular behavior (Polites and Karahanna, 2012). While mental efficiency can be referred as “the extent to which the perceptual or judgmental process demands attentional resources.” (Polites and Karahanna, 2012). In other words, it can be understood that when the users have high level of habit, they can be considered to have high level of mental efficiency. Hence in this study, these three dimensions of habit are employed into the context of smartphone use.

### **3. Hypotheses development**

#### *Perceived Value and Repurchase Intention Relationship*

Previous mobile technology related studies have provided evidence that perceived value is the key determinant of repeat purchase behavior (e.g. El-Adly and Eid, 2016; Wu and Ho, 2014; Tseng and Lo, 2011). The study of Osman et al. (2012) have identified that people use smartphone for various purpose besides for telecommunication, such as for entertainment, study, and navigation. Consequently, predicting customer purchase behavior in smartphone context will be more accurate if the study includes various elements of customer's value. UTAUT model has been recognized as the complex as well as effective model to predict customer behavior intention in IS context as it integrates various aspect of customer value including functional value, hedonic value, and social value. The subsequent studies have also revealed that the elements related to customer value significantly affect customer behavioral intention in different IS context such as mobile payment (Oliveira et al., 2016), technology acceptance of Phablets (Huang and Kao, 2015), and mobile banking (Yu, 2012). As perceived value associates with the benefits that the users receive from using smartphone, hence it is expected that the higher the value receive by the users, the stronger the commitment to repurchase the same smartphone in the future. Therefore, it is hypothesized:

H1: Customer perceived value (functional value, emotional value, monetary value, social value, epistemic value, and interaction support value) have positive effect on customer repurchase intention.

#### *Perceived Value and Incumbent System Habit Relationship*

Previous literatures have postulated that habit is developed through certain amount of repetition (e.g. Venkatesh, 2012; Limayem, 2001). The study of Chiu et al. (2012) further have argued that the repetition of using the technology such as smartphone will only occur when the customer perceived that the technology they use offers superior value to them. That is, it can be understood that when the people evaluate their consumption experience from using the technology positively, it is likely that their willingness to perform the same behavior increases, thus become a habit (Venkatesh et al., 2012; Hasiao et al., 2016). Ye and Potter (2011) noted that through the frequent use of technology such as smartphone, people will also learn and increase their understanding on how to operate the device and how to gain more advantages from it. Accordingly, it can be inferred that as positive experience increases the

smartphone usage, people will also gradually learn and develop specific skill in operating their smartphone related to its system, thus such behavior may become habitual. Hence, it can be hypothesized that:

H2: Customer perceived value is positively associated with the incumbent system habit in smartphone

#### *Incumbent System Habit and Repurchase Intention Relationship*

The relationship between habit and continuance intention has been supported by both habit theory (Kim and Malhotra, 2005) and previous IS related studies (Amoroso and Lim, 2017; Hsiao et al., 2016). The study of Chiu et al. (2012) have also evidenced that habit has both direct and interactive effect on consumer behavior. Although the findings from previous studies showed a significant effect of habit on consumer behavior intention, however the relationship between skill-based habit related to system (incumbent system habit) on consumer repurchase intention is hardly found.

Unlike prior IT related studies, this study views habit from the perspective of the automatic response related to skill developed in using the technology or system. Murray and Häubl (2007) have postulated in their skill-based habit theory that the consumer may become lock-in to particular technology when the cost of switching (e.g. perceived ease of use of the product) to a competing brand outweigh the benefits. This means, the specific skill related to the system that has been developed during the use of the technology may lock-in the consumer to switch to another brand. This is because when the new technology or new system is introduced, the skill that the user has developed in using the incumbent technology will not be transferable (Murray and Häubl, 2007), thus it will increase the perception of ease of use of the incumbent system as they need to adapt and learn with the new introduced system. Consequently, the commitment to repurchase the same smartphone brand will increase as the perception of ease of use increases. Hence, it can be hypothesized that:

H3: Incumbent system habit has positive influence on repurchase intention

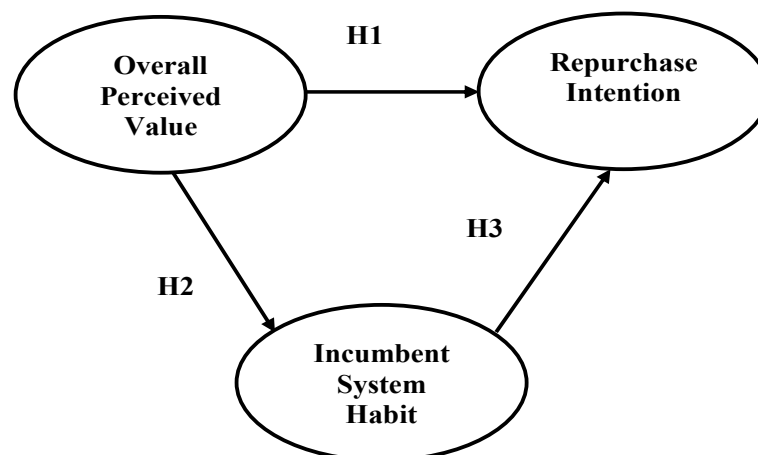


Figure 1: Proposed Research Model

#### **4. Research Method**

The respondents of this study will be the smartphone users in Malaysia in the age above 18 years old. The total of 400 questionnaires will be distributed to university students via convenience sampling technique. As this research is focusing on the mediating role of skill-based habit related to smartphone system, the participants therefore will only be chosen for those who have used their smartphone for more than one year to ensure their habit towards the system is well-developed.

In this study, the three constructs (customer perceived value, incumbent system habit, and repurchase intention) employed in the research model will be measured by multiple item scales adapted from previous studies. For the customer perceived value construct, in line with the study of Chuah et al. (2017), the construct is conceptualized as second-order multidimensional construct that consist of six value dimensions. All the measurement items for each value dimension are adapted from the specific sources such as functional value (Sweeney and Soutar, 2001; Sun and Su, 2013), value for money / monetary value (Sun and Su, 2013; Pihlström and Brush, 2008), emotional value (Sun and Su, 2013; Sweeney and Soutar, 2001), social value (Chun et al., 2012; Sun and Su, 2013; Sweeney and Soutar, 2001), epistemic value (Pihlström and Brush, 2008), and interaction support value (Phang et al., 2009).

For the incumbent system habit construct, this study conceptualized it as second-order multidimensional construct as suggested by Polites (2009) that consist of three dimensions of habit including “awareness”, mental efficiency”, and “controllability”. The items used to measure these dimensions are adapted from previous study of Karahanna and Polites (2012). Lastly, to measure repurchase intention construct, the items used are adapted from previous mobile technology studies such as Kim et al. (2016) and Chaudhuri and Holbrook (2001). All of these measurement items are rated based on five-point Likert scales from strongly agree to strongly disagree.

Since the measurement items used in this study have been modified to fit with the target context, the questionnaire pretesting therefore will be conducted to ensure its content validity. Content validity is referred as the judgment of the expert regarding the scales developed whether it logically and accurately reflects the actual meaning of what it intends to measure (Thanasegaran, 2009). The total of three academicians specialist in consumer behavior and information technology will be involved in this study to review the scales. Their opinions and feedback regarding the scales developed in this study will be refined and the questionnaire items used in this study will be revised accordingly.

#### **5. Conclusion**

The objective of this study is to explore the factors influencing customer repurchase behavior in smartphone context. The non-value factors such as consumer incumbent system habit is included in the research model of this study to understand its mediating effect in the relationship between customer perceived value and customer repurchase intention. The authors believe that the result of this study could provide useful information as well as may have crucial implication to the future studies and manufacturer in IT related fields particularly in smartphone context.

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## **Factors of Stress Affecting the Academic Performance among the University Students**

**Nur Sorfina Lawrence, Siti Zunika Aduka, Zalina Mohd. Desa**

Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA Sarawak, 94300 Kota Samarahan, Sarawak

Email of corresponding author: sorfinalawrence@gmail.com

### **Abstract**

Stress is a psychological and physiological response to the demands of the environment and it can be negative or positive one (Votta & Benau, 2014). Those in working environment and university environment face stress in their daily life regardless of age and gender and it could either improve their performance or vice versa. An acceptable amount of stress can improve the students' performance while an excessive amount of stress will decreased the student academic performance (Anne & Sarah, n.d.). For university students, stress can affect the students' academic performance badly if students failed to control their level of stress. According to Hirsch & Ellis, 1996; Morgan, 1997, as cited in Messarra, 2005, high level of stress can turn to depression which in several cases may lead to high numbers of suicide attempts. Many researches regarding stress among students had been conducted all around the world but with the current economic condition and high technology advancement in Malaysia, this study will prove whether all the findings by the previous researchers are still relevant. Hence, this study aims to identify the factor of stress faced by university students. Among the factors of stress are academic stress, social stress, financial stress and other minor stressors (Messarra, 2005). Therefore, the objectives of this study are to identify the relationship between academic stress, social stress and financial stress with academic performance, to compare the most dominant factor of stress between genders and to identify the stress relievers taken by students in coping with their stress.

Keywords: stress; academic performance; academic stress; social stress; financial stress

### **1. Introduction**

Stress is a psychological and physiological response to the demands of the environment and it can be negative (distress) and can be positive (eustress) (Votta & Benau, 2014). High number of students feels that their student life in university or college is the most stressful one (Schafer, 2000; Swick, 1987 as cited in Messarra, 2005). Stress is good for motivation and is helpful. However, if the level of stress is too high, it can bring negative effects to the body and mental of individuals such as lead to depression and some illnesses such as high blood pressure, headache, sleeping problems and many more. In addition, stress can affect the students in term of their societal aspect, increase in suicide rate, alcoholism and drug addiction as the effects failure to cope with their stress (Blonna, 2004; Messarra, 2005). According to Messarra (2005), social, academic and microstressor are among of the factors. Social factors include culture shock, relationship among students, campus environment and homesickness. Under academic stress, it includes stress for the main course of study, grades, faculty or staff interactions with students as well as students' current status. As for the minor factors, it includes support services, family support, financial support, peers support, organizational support and others (Messarra, 2005). According to Elliot et al., 2005; Choi, Abbott, Arthur & Hill, 2007, as cited in Habibah, Ping & Maria, 2011, it is found that stress do affect the academic performance of undergraduate students based on past researches. Academic performance here is referring to the academic achievement of the students and is measured using the cumulative grade point average (CGPA) obtained by the students. Therefore, factors that contribute to stress must be identified and should be taken seriously since stress is risky for those who cannot deal or cope with their stress effectively.

## **2. Literature Review and Concept**

As mentioned before, stress among the university students as stated by Messarra (2005) are due to academic stress, social stress and several other minors concerned. However, for the purpose of this study, the factors that will be emphasized are on academic stress, social stress and financial stress. In a study conducted by Kosheleva, Amarnor and Chernobilsky (2015), students facing high level of stress due to high work load and they are least bothered by the social stress. Meanwhile, financial stress is not being mentioned as the major factor of stress in the previous research by Messarra but we believed that students do face stress due to financial problems. In 2014, research by Votta and Benau considered financial stress as the major factor of stress. According to Mouza (2014), those students with low family income facing higher levels of stress in related to college or non-college activities.

### **2.1 Academic Performance**

Academic performance has been a huge aspect that being used to measure students' achievements. Most of the university use Cumulative Grade Points Average (CGPA) or Grade Points Average (GPA) to measure students' academic performance. Academic stress, social stress and financial stress are believed to have effects on students' academic performance (Messarra, 2005). Students believe that academic performance is important as it will affect their long-term future especially when it comes to job opportunity (Mohd Remali et al., 2013). Students need to compete in order to secure for their job as the organization require highly talented candidates to be recruited (Mohd Remali et al., 2013). Thus, it is important to determine the factors of stress affecting the academic performance among the university students. Academic performance is defined as examination performance (Admin.cam.ac.uk, 2003). In this study academic performance was characterized by the overall performance in each year which culminates in a Cumulative Grade Point Average (CGPA). The CGPA score would take into account students' performance in tests, course work and examinations. Examination scores or grade clearly differentiate one's performance with others that includes their level of knowledge as well. Students pay extra attention to their academic performance as it act as their individual reflection how good they have done in their academic where it can be represented by a CGPA or GPA (Mohd Remali et al., 2013).

### **2.2 Academic Stress**

Education has become a vital element and aspect in today's life. Nowadays, people having the mind-set believing, without education an individual may not be successful (Yoko and Susan, 2010). Apart from that, students tend to be stress due to their family pressure especially parents. It is every parent's dream to see their children' success and perform very well in their studies (Yoko and Susan, 2010). Some parents tends to become too obsessed and start to give too much pressure towards their children causing high level of stress due to high expectations from their parents.. As university students, parents' expectations and hopes somehow give them motivation to study hard but for ones that unable to manage it properly it may cause them stress and somehow are unable to perform their studies well (Yoko and Susan, 2010). Besides, academic stress also majorly contributed by the academic work assessments such as test, quiz, assignment, presentation and other types of courses assessments that basically give effects to the students' academic performance (Messarra, 2005). University students tend to receive excessive amount of academic work assessments at the same time. For instance, the students may have to seat for 3 tests for a different subjects plus with their assignments date line submission (Brown, Johnson and McPherson, 2016). Some survive and perform well but some might not being able to handle their level of stress and started to freak out and in the end instead of being able to perform better, their performance got even worse (Brown, Johnson and McPherson, 2016).

On top of that, academic stress may also be related to the students' status as part-time students or full-time students. Research had shown that full-time students faced less level of stress as compared to part-time students due to their amount of commitment that they have (Messarra, 2005). In reality, part-time students have more commitments in their life such as working commitment and family commitment. As compared to full-time students, the intensity and level of stress are higher towards part-time students. It

would be much higher when they are actually studying while working and at the same having children to be taken care of (Messarra, 2005).

### **2.3 Social Stress**

According to Greenberg (2004), as cited in Messarra (2005), one of the most stressful factors faced by university students are having a problem in their friendship such as losing friend or to find new one. Students will have the problem to find ones that shared the same interest and who will be able to understand them and at the same time feel comfort to be with them (Greenberg (2004), as cited in Messarra (2005)). Pistole (1995), as cited in Messarra (2005) said that main source of upset for most of the students are the process of making and breaking of close relationship among the students. This statement is supported by Habibah et. al (2011) findings where one of the main stressors is when the students are in the process of making new friends and get along with their friend. Students' focus on academic will be dragged away due to too much stress on the failed relationship. Some students might lose motivation to study and this would affect their grades on certain or even all the subjects. The students emotional life, study habits and their academic performance will also be affected (Schafer (2000), as cited in Messarra (2005)).

Apart from that, homesickness is also one of the factors under social stress. Guinagh (1992), as cited in Messarra (2005) define homesickness as a negative emotional reaction to leaving home. Students who studied away from their home may lose their important support which is their family (Kosheleva, Amarnor & Chernobilsky, 2015). Students might not focus on class which leads to low academic achievement and might even cause them to fail in many subjects. Messarra (2005) indicate that some students are able to cope with their homesickness throughout their academic years but some are not. Woulff (1975), as cited in Messarra (2005) said that the homesickness felt by the female and male students are different where his finding is female students possess greater homesickness rather than male students. In contrast, Fisher (1989), as cited in Messarra (2005) did not agree that there are differences in gender among the students regarding their homesickness

On top of that, according to Wintre & Yaffe (2000) as cited in Habibah et al (2011), a situation that leads to stress is when the students have to adapt to new environment. Students become most stressful during the transition adjustment to college because from there, they will face a loss of control over the new environment (Fisher, 1994, as cited in Messarra, 2005). Besides, Students Mental Health Manual (2000-2002), as cited in Messarra (2005) state that one of the major sources of stress for college residents are their feeling of dissatisfaction towards the facilities provided and also the housing problems. According to Pace (1970), as cited in Messarra (2005), students who had problems with their roommate tend to achieve lower academic performance. In addition, university acquire too many bureaucratic processes and procedures that students have to obey and Chaskes (1996), as cited in Messarra,(2005) also mentioned that the level of stress among the first year students increases when the students usually not familiar with some process before they actually do it.

Furthermore, according to Whitman et al., (1987), as cited in Messarra (2005), good relationship between teacher and students will motivate students and make them feel satisfied with their educational goals. He also mentioned that increasing level of stress might due to extreme demands from the others, inappropriate feedback from teachers, feelings of not belonging and lack of personal relationships with teachers. In short, positive relationship will make students feel accepted by the lecturers and by university as well.

Last but not least, living in a problematic family condition also increases the students' level of stress. Omoruyi (2014) state that living with a divorce parent or broken home can be stressful for both the child and parent. Meanwhile, Rochlkepartain (2003), as cited in Omoruyi (2014), said that family and its structure play vital role in children's academic performance. Students who have incomplete family might lose their happiness and it make them stress to see their friends are so lucky to have both mother and father around.

## 2.4 Financial Stress

According to Votta and Benau (2014), financial were one of the most common stressor among the pharmacy students. Students become stress due to the increase in the cost of education which is affected much by the inflation. Guo et al., (2011), as cited in Mouza (2015) said that stress level of senior students found to be higher caused by the economic recession, the employment situation and also financial burdens.

In addition, it is hard for students to settle down as they have limited free time to have a part time job to help them cover up their expenses (Votta & Benau, 2014). Students will become overwhelmed to complete their job while working on tight schedule (Macan et al., (1990), as cited in Messarra (2005)). As a result, it affects their academic performance and grades. Astin (1997), as cited in Messarra (2005) stipulated that having a job during study period give big impacts towards students' performance because the time that they used to work should be used for academic work and this lead to higher level of stress. While trying to handle the problems of personal finances, the students were burdened with the need to have good grades at the same time.

Besides, students get stressed as they need to spend a lot to pay for their education fees, purchasing books and also buying foods, drinks and other necessary things. According to Chen (1999), as cited in Kosheleva et al., (2015), the tuition fees and living expenses which are increasing are among the concern of the students. Financial problem might cause them to less focus on their study and goals to perform well in their academic. Majority of university students failed to meet their financial commitment (Roberts, Golding, Towell and Weinreib,(1999), as cited in Kosheleva et al., 2015) and students get stressed due to their financial management (Tyrell (1992) , as cited in Kosheleva et al., 2015). According to Mouza (2015), in 2013, students who lived at town and away from their families suffer high levels of stress.

There is close relationship between students' bad financial status and high level of stress due to similar results obtained in previous studies (Demirbatir, 2012; Stallman, 2010; Andrews and Wildin, 2004, as cited in Mouza (2015)). According to Bennett (2003), as cited in Mouza (2015), when financial hardship hit the student especially those with low grades, they tend to quit their studies.. Elias et al., (2011) & Bennet, (2003), as cited in Mouza (2005) stated that it is hard for students to focus on their academic duties if they study under stress.

## 3. Conclusion

Academic stress, social stress and financial stress are among the factors that contribute to stress among the students. Throughout this study, stress having huge impacts on students' academic performance. Students' academic performance gives a long term effects on their life especially when it comes to applying for job. It portrays their level of knowledge, skills and ability that most employer are seeking for a potential and good candidates. Apart from that, by identifying the factors that lead to stress among the students will help us to find the perfect cure or way to overcome stress among the students. Stress is the earlier stage that might lead to depression if it is unable to be handled which might also lead to suicide attempts or cases. Huge increase in suicide attempt by the university students due to their stress and depression has been in alarming situation that require more focus and efforts to tackle the problem.

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# Credibility of Halal Logo Design among Consumers

Nurul Wahidah Mahmud Zuhudi & Jasni Dolah

Universiti Sains Malaysia, Malaysia

Email of corresponding author: nuru85complicated@gmail.com

## Abstract

The credibility of halal logo certified by JAKIM must perform as a vital indicator in providing consumers with trustworthy components during product consumption. The recognition of halal logo will also be helping in raising potential brand awareness to avoid conflict and confusions to consumers. Previous research has indicated some point of view on the use of multiple patterns on crescent and moon applied for halal logo (Brill, Leiden, 1960), which is inconsistent to shows strong significance to consumers. The appropriateness aspect of putting correct symbols or shape for halal logo is particularly subjective, and yet has not been widely discussed. The objective of study is, i) **to examine factors influencing consumers to recognize and perceive halal logo**, and ii) **to suggest appropriate visual recognition to enhance better understanding**. Using self-administrative questionnaire as a method of gaining a result, this study has been conducted among consumers. The findings may reveal some recommendation in improving previous halal logo to grab a sense of required recognition and raise brand awareness, which significantly essential in spreading wider knowledge for halal industry.

Keywords: credibility; halal logo; visual recognition

## 1.Introduction

### 1.1Religion, Beliefs and Halal Concepts

As the Muslim consumers become more knowledgeable of their religion, it is inevitable that they will be more particular on the type of products and services that they consume or use (Shahidan Shafie and Md Nor Othman, 2006). Hence, religion is a system of beliefs and practices by which of people interprets and responds to what they feel is supernatural and sacred (Johnstone, 1975). Sufficient indication has been provided that religion can influence consumer attitudes and behaviors in general (Pettinger *et al.*, 2004), religion plays one of the most influential roles in shaping food choice (Dindyal, 2003) and food purchasing decisions and eating habits in particular (Blackwell *et al.*, 2001). Hence, religious is extremely affecting attitude and human value the most. It teaches and guides peoples accordingly, especially if it is in a Muslim market (Alserhan, 2011). Therefore, the Muslim's belief in Islam can influence their level of awareness on halal food (Simon, 1994; Hussaini, 1993). The term of Halal needs no introduction, say Badrudin *et.,al* (2012) "halalness" of product goes beyond ensuring that food is pork-free", which refers to anything that is permissible; literally means any food that is permissible in Islam (Bonne *et al.*,2007), yet not only restricted to food items but extends to toiletries, pharmaceutical,cosmetic and even services (Lada *et.,al* 2009).

### 1.2 Significance of Halal logo

The impact of logo/labeling as a correspondent in delivering visible meaning is crucial to be indicated. Furthermore, Thus Pittard *et al.* (2007) writes about the importance of a company's logo that they, along

with providing instant recognition, are tools for transnational recognition. Therefore, the introduction of halal logo by Malaysia's Department of Islamic Development (JAKIM) has generated more awareness among Muslim consumers especially, on the importance of consuming products or engaging in services that follow Islamic guidelines and principles (Shahidan Shafie and Md Nor Othman, 2006). Labeling/logo are a display of information about a product on its container or package that contain the extent of information about halal food or product that must be impacted by a label, which governed by the relevant safety in Muslim societies such as Malaysia (Osman, 2002), thus, by having proper labeling/logo as a mechanisms is efficient in activating Muslim's level of awareness on halal foods or products.

Literally, the credibility of halal logo is pertaining as good devices in convincing consumers to consume products and services, without any doubts. Shafie & Othman, 2006 dictated, the simplest way for Muslim consumers is by purchasing packaged food products with "Halal" certification and logo. Previous studies showed that majority Muslim consumers checked the halal logo on the product's package intentionally to ensure the products consumed were halal (Dali et al., 2007). The crucial intention to introduce halal certification is aiming to protect Muslim consumers to every single aspect involves with the process, materials, ingredients, sanitation, safety, nutrition, and the whole production aspects, concerning with the concept of "Toyyiban" or wholesomeness is a strength element applied. It is basically reflect with the permission of usage the ingredient in everyday products especially as food and beverages, cosmetics, toiletries items and medical products (Fauzan et al 2007).

Halal logo (as figure 1 below) introduced by JAKIM in 1994, is a good approach in delivering strong enforcement to manufacturers to be more conscious on the product's purity, hygiene, safety and aiming to protect consumers as been gazette by the Trade Description Act 1972. It was beginning on 1974 once issued by Research Center of the Islamic Affairs Division of the Prime Minister's Office in order to verify the status of foods and goods in the country, which meet the requires criteria. The appointed company, Ilham Daya, gave the halal certificate on 1994 and until now, all of activities have been taken over by the Halal Industry Development Corporation. ([www.halal.gov.my/](http://www.halal.gov.my/))



Figure 1: JAKIM halal logo

- Eight-pointed star is placed in the middle of the circle
- A word-Halal in Arabic – “حلال” is placed in the middle of the star
- It is then followed a “HALAL” word in Roman
- The circle of the logo contains, the word "Malaysia" in Roman and Arabic
- Two small five-pointed stars are placed to separate the Roman and Arabic word.

(Source: JAKIM)



### 1.3 Crescent moon symbol throughout Islamic cultures

It's complicated yet subjective to describe the credibility of these elements, as it has been believed as a main Islamic influence for the cultures. Therefore, many perceptions have been made in discovering the origin of these elements.

“Islam emerged in Arabia where travel along the desert trade routes was largely by night, and navigation depended upon the position of the moon and stars. The moon thus represents the guidance of God on the path through life. The new moon also represents the Muslim calendar, which has 12 months each of 29 or 30 days. So in Islam the lunar month and the calendar month coincide, and the new moon is eagerly awaited, especially at the end of the month of Ramadan when its sighting means that the celebrations of 'Id al-Fitr can begin”.

By Linda and Phil Holmes, Cottingham, N Humberside.

“The use of the so-called crescent moon in many Islamic symbols cannot be related to the importance attached to the new moon in Islam. The moon depicted on, e.g. many Islamic flags is the old moon, the reverse shape of the new moon, which is like a letter C backwards. Again 'crescent,' implying 'increasing,' is properly applicable only to the young moon: the old moon is diminishing in phase. Presumably the moon is depicted as a crescent in Islamic, and many other, contexts as that shape is unambiguously lunar”.

By A A Davis, London SW7

“Although the crescent is indeed a very widespread motif in Islamic iconography, it is not Islamic in origin nor exclusive to that religion. The emblem has been used in Christian art for many centuries in depictions of the Virgin Mary, for example. It is in fact one of the oldest icons in human history, having been known in graphic depictions since at least as early as the Babylonian period in Mesopotamia. The stele of Ur Namu, for example, dating from 2100 BC, includes the crescent moon to symbolise the god Sin, along with a star representing Shamash, the sun god. The device seems to have entered Islam via the Seljuk Turks who dominated Anatolia in the 12th century, and was widely used by their successors, the Ottoman Turks, who eventually became the principal Islamic nation, and whose Sultan held the title of Caliph until 1922. The story that the Ottomans adopted the crescent to symbolise their conquest of Constantinople must be dismissed as mere legend, since the device considerably predates 1453. In the late 19th century the Pan-Islamic movement sponsored by the Sultan Abdul Hamid II used the crescent and star on a green flag as part of its propaganda, and from this were derived the flags of Egypt and Pakistan and many other Islamic states”.

By William G Crampton, Director of the Flag Institute, Chester.

“A detailed answer will be found in the entry 'Hilal' Encyclopaedia of Islam (second edition, Brill, Leiden, 1960). Professor Richard Ettinghausen, writer of the entry, notes that crescent moon (hilal) motif is featured with a five or six pointed star (the latter known as Solomon's shield in the Islamic world) on early Islamic coins circa 695 AD, but it carried no distinct Islamic connotation. Some 500 years later, it appears in association with various astrological/astronomical symbols on 12th century Islamic metal-work, but when depicted in manuscript painting, held by a seated man, it is thought to represent the authority of a

high court official: 'the sun [is] to the king and the moon [is] to the vizier ... ' Its use as a roof finial on Islamic buildings also dates from this medieval period but the motif still had no specific religious meaning as it decorated all types of architecture, secular as well as religious. In fact Ettinghausen argues that it was the European assumption that this was a religious and national emblem that led to several Muslim governments adopting it officially during the 19th century".

By (Dr) Patricia Baker, Farnham, Surrey

## **2. Problem Statement**

Significant usage of moon, star and crescent symbols furthermore doesn't be established appropriately. The impact of Islamic symbol is vital in representing good meaning as its provide. This is due to usage of moon and crescent as Islamic symbols can be concealed and inconsistent (Brill, Leiden, 1960), even been accepted and perceived as significant symbols in Islamic culture since the Umayyad and Abbasids Empire. There are many patterns of the moon can be revealed, chosen of new moon or old moon, which is going to contemporary concepts and has been used in displaying many national flags of Islamic countries (Dr Patricia Baker, Farnham, and Surrey, 1993). Even, the application of moon and star is believed as an internationally-recognized symbol of Islam not only for many national Islamic flags, but also an official emblem for the International Federation of Red Cross and Red Crescent Societies (Huda, 2017).

Unfortunately, a recent study on 2016 revealed that the elements of circle pattern which reflects moon shape and star have been widely used to non-halal product, create some sense of similarities with any other halal products (Nasiruddin, Ghazali, Khairul, 2016). Significantly, deeper understanding attributes of recognition towards halal logo design is needed to avoid confusions during product consumption. Then, previously in 2014, an article of The Star Online reported on the images conflict of Hindu deity that was placed next to the halal logo on package labels of a certain brand of mineral water. The complaints were been made by Malaysian Muslim Consumers Association's (PRIM) and due to that, the director-general of Malaysian Islamic Development Department (Jakim) Datuk Othman Mustapha said, it was clearly violated with Malaysian Halal Certification Procedure Manual under Article 6.3 Packaging and Labeling, and therefore that the company should change the image on the labels. It is concerned with the situation that might be leading to unreliable issues and variables of logo meaning may be appeared. Lack consideration with the consistency elements based on consumers perceptions and opinions towards halal logo eventually will be misjudged and underestimated by consumers during product purchase, hence the variable design of relevant Islamic symbols will arise, and this lead some misperceptions and confusions due to the variety of logo designs. Therefore, sooner or later entrepreneur will introduce many fake halal logos; then the authenticity of halal logo design and its trademarks might possibly cause doubts among Muslim peoples in Malaysia (Zailani et al., 2010).

## **3. Methodology**

For stage one, online surveys were used as a primary tool in gaining a result which is aiming to discover the opinion of consumers on determining factors that could be used to improve recent halal logo design. Therefore, the adaptation of design grid analysis by Kristen Guthrie 2008 has been used as a reference to describe further on visual elements used. The questionnaires were randomly distributed among 116 adult peoples range at 20 – 42 years old. There were two sections of the survey, section A is the demographic profile of respondents, while section B is engaged in defining the feedback of consumers towards JAKIM halal logo. By using Google forms online assess as a medium, uploaded on 5 Nov 2017

till 12 Nov 2017 and it was successfully done.

Meanwhile on stage two, a study used a visual analysis as part of the method in order to classify the similarities of the selected worldwide halal logo which currently being practiced. It's aiming to gain the percentage of visual elements and it's similarities to prove issue discussed through images classification. A visual analysis addresses an artwork's formal elements—visual attributes such as color, line, texture, and size that also include historical context or interpretations of meaning ([www.twp.duke.edu/writing-studio](http://www.twp.duke.edu/writing-studio)) and can be achieved by analysis of single images or collection of images, that may include also the analysis of text, words or images as one indivisible unit of analysis (Theo Van Leewen, Carey Jewitt, 2001).

4. Result

It resulted with Figure 2(a)(b) below showed that the most prominent visual elements for JAKIM halal logo are text (typography), followed by the images, pattern, and shape. A word-Halal is in Arabic is placed in the middle of the star is clearly stand out due to its scale proportion applied, contributed to catching eyesight of respondents because 80% of respondents will check on the halal logo appeared on food packages before doing purchase decision. The green color is been chosen as most significant color preferred by respondents to apply at JAKIM halal logo and followed by black, which give huge impact and ability to influence emotions and consumers' level of recognition.

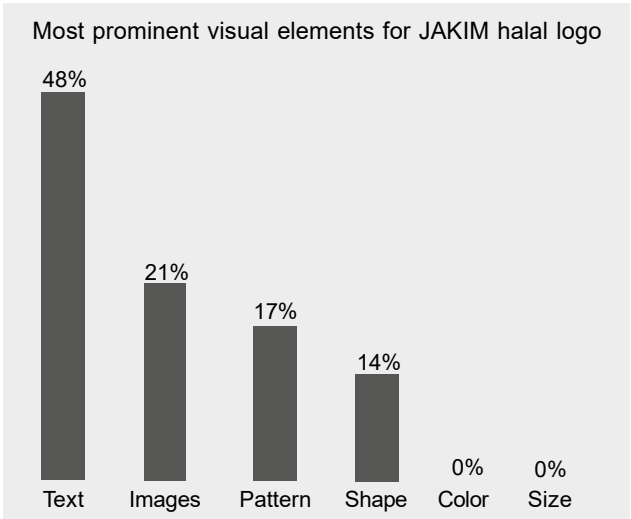


Figure 2(a): Most prominent visual elements for JAKIM halal logo

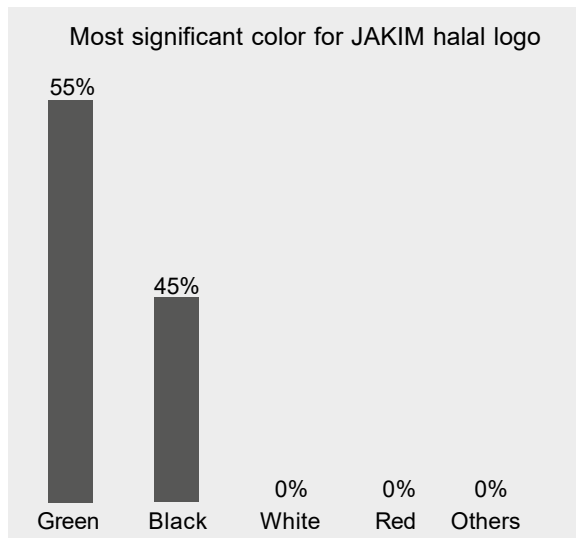


Figure 2(b): Most significant color for JAKIM halal logo

Figure 3 below show the display panel of visual analysis has been done in discovering percentages of the similar visual elements currently been applied towards all of the halal logo among 40 countries which recognized by JAKIM as of 6 Feb 2017. Based on the study, all of 59 halal logos were analyzed into display panel to find the similarities of elements usage in order to prove the issues discussed.

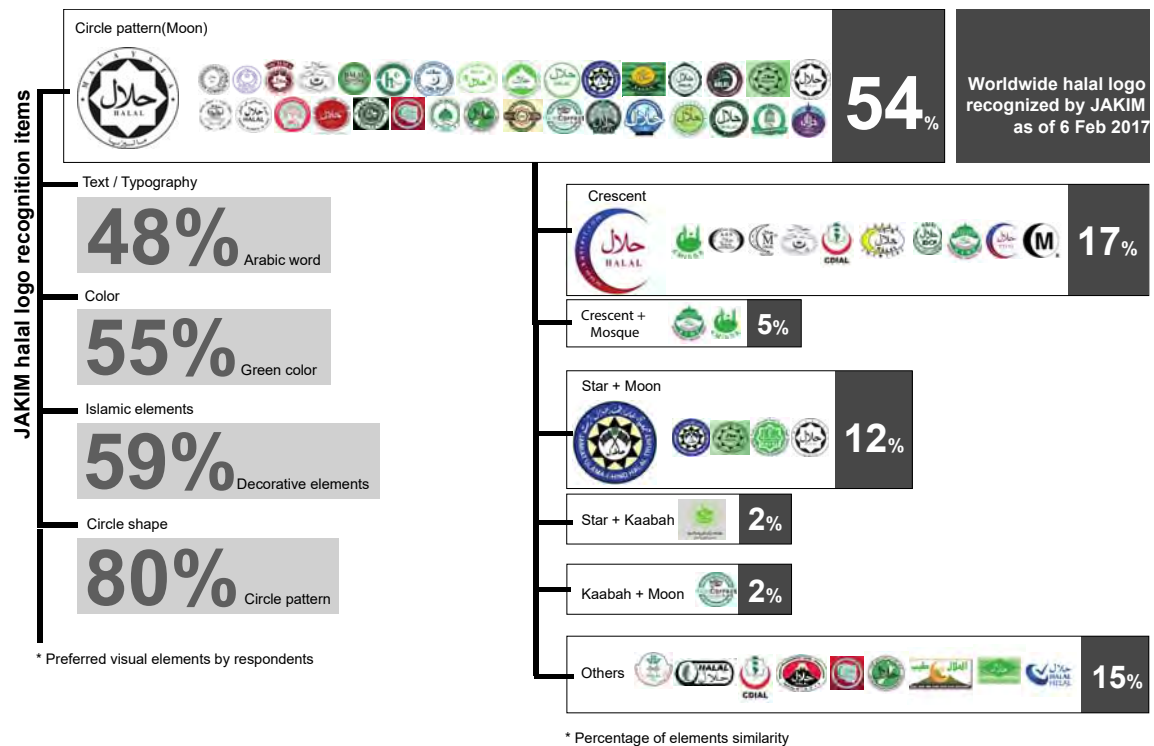
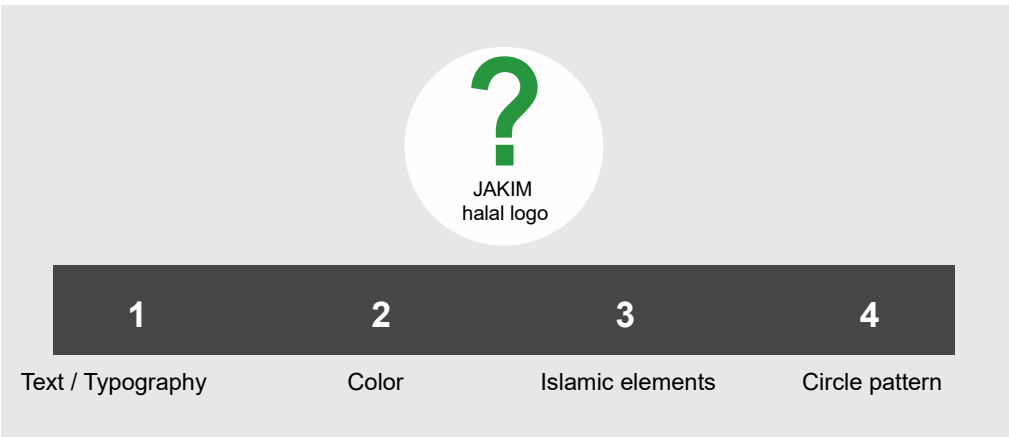


Figure 3: Visual analysis of elements' similarity

Findings also shown the reaction of peoples towards JAKIM halal logo and percentages of their preferred

halal recognition items emphasis to visual elements, revealed. Surprisingly, the element of text or typography used in Arabic word reach about 48% among any other elements demonstrated, followed by 55% green color chosen by respondents should be applied to JAKIM halal logo, 59% love to see any decorative elements reflect to Islamic influences and without doubt 80% said JAKIM halal logo must be seen in circle shape pattern. As for comparison, fortunately, there's no huge distinction arise on recent JAKIM halal logo with the recognition items revealed and furthermore, the similarity of visual elements analyzed, would be helpful as a clue in setting new design of halal logo in the future.

Figure 4 below shows the summary of study findings on the visual elements for JAKIM halal logo, which proposed by respondents. The integration understanding on the impacts of every single element contributes in order to recognize efficient halal logo not only to increase understanding and discovering consumers opinion and reaction but furthermore to reduce purchase conflicts. Then, the 4 items of visual recognition for JAKIM halal logo revealed as findings.



**Figure 4: 4 Items of Visual Recognition for JAKIM halal logo**

### 5. Conclusion

As for the conclusion, study managed to examine factors influencing consumers to recognize and perceive halal logo and to suggest appropriate visual recognition to enhance better understanding for setting up the new halal logo in the future. All of the data gained were collected from variable sources such as articles, journals, book, and citation which helping in collecting a useful data of issue discussed till the proposed clues of recognition. It is hoped to help a consumer with the concerned elements during product purchased. For recommendation, the study would like to enlarge a number of target respondents involved, want to clarify the visual elements revealed in detail and precisely and lastly hope to gain more authority and expert peoples to come and contribute for study in the future.

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## **Somalia: The Challenges of Rebuilding Public Services in a Collapsed State**

**Ahmed Mohamed Hassan Fidow & Hibo Ilyas Ahmed**

USM, School of Social Sciences, MPA

Email of corresponding author: Fidow2014@gmail.com

### **Abstract**

Public service of each country stands out the foremost instrument of government formulation and implementation of public policies. It transforms government programs into concrete goods and services for the use and benefit of the citizens. Public services are vital in human life and are the obligation of each government on the world to provide services in order to protect the wellbeing of its people. Once a state collapses, the fragmentation of the structure, authority, law and order inside the state occurs. Collapsed states are referred to those which can't perform the functions anticipated of a state. But, after the collapse of the Somalia's central government, the country has faced many problems such as social, political, economic, environmental and technological. More than twenty years of civil war, lack of government, violence, poverty, drought cause society more vulnerable to everything. Since the beginning of 2000 until now, Somalia has had its own government, but it failed to restore the delivery of public services. On the other hand, these services remained in the hands of private sector. This paper aims to explain the challenges of rebuilding public services in Somalia and how to restore these public services in a collapsed state.

Keywords: Somalia, Government, Public Services, Collapsed State

### **1. Introduction**

Under a democratic form of governance, the responsibilities of the state are to safeguard and address citizen's needs and demands. As Oliver and Heater (1994: 20) proposes: 'the state owes indisputable services to the citizen as a right in return for the allegiance and services provided by the citizen. Public service is expected to serve all classes and groups of citizens exclusively (Haque, 1999). Public service provision makes the state discernable to its citizens. Public services are citizens' straight route to their government. These services make the state concrete through day-to-day interaction. For instance, public services have played a fundamental role in state and nation-building in Western Europe. Numerous developments in nineteenth century European state and nation-building had provided visible services including post offices, town halls, police posts, hospitals, schools and so forth (Van de Walle and Scott, 2009).

However, public service of each country stands out the leading instrument of government formulation and implementation of public policies. It transforms government programs into concrete goods and services for the use and benefit of the citizens. Public services are vital in human life and are the obligation of each government in the world to provide services in order to protect the wellbeing of its people. In Somalia, as any other country, before Somalia's government collapsed, it used to provide necessary basic public service amenities in which without them human cannot survive. Among the various services in which Somali government used to deliver include health, education, water and sanitation and so on. But in early 1991 the central government of Somalia has collapsed.

Besides, the government is considered for its delivering public goods such as roads, schools, and law and order, which are significant to the development process. But, the social cost of state collapse has been enormous that led to famine in 1992-1993, and also caused extensive displacement and the complete obliteration of public services (Leeson, 2007). Insufficient public revenue and global aid avoided the state from playing more developing role such as communications, transport and banking services, for instance, all these have privately organized (Bradbury et al., 2003). Nevertheless, after the collapse of the Somalia's central government, the country has faced many problems such as social, political economic, environmental and technological. More than twenty years of civil war, lack of government, violence, poverty and drought caused society become more vulnerable to everything. The ineffective government social services result from the long period of unrest in the country (Abdi, 1998).

Since then, the private sector played a contributory role in given social services and determining development because of fragile and the less function of civil service. The private sector is motivated by competition and free enterprise, the lacking of preventive government policies state provision, regulation, and control (Nenova, 2004). Since the beginning of 2000 until now, Somalia has had its own government, but those governments failed to restore the delivery of public services. On the other hand, these services remained in the hands of private sector. Given the above context, this paper aims to explain the challenges of rebuilding public services in Somalia and how to restore these public services in a collapsed state.

## **2. Literature Review**

### **2.1 Collapsed States**

Collapsed states are referred to those which can't perform the functions anticipated of a state. Once a state collapses, the fragmentation of the structure, authority, law and order inside the state occurs (Mathews and Solomon, 2001). Collapsed state can be categorized with two dimensions: loss of legitimacy which means gradual decrease of the authority of the state due to rejection of unhappy citizens to comply with the state on the grounds of their view that the state is incapable or repressive or both; and loss of efficiency that means rising breakdown of state institutions that might become absence of resources or debt burden which makes the government inappropriate to the citizens (Akude, 2007).

The notion of a collapsed state is closely connected to a number of alike concepts. Jackson (1990:21) expresses about quasi-states which he then describes by way of states which are documented internationally as sovereign states, but lack numerous of the institutional topographies of other sovereign states (Mathews and Solomon, 2001). Mostly, the literature on this subject, the idea of 'failure' is appealed to be two major thoughts which is referred to as the failure to control and the failure to further human prosperity (Williams, 2007).

Consequently, failed state is a state that is incapable or willing to perform the essential tasks of a nation-state in the contemporary world. Failed states are also symbolized by worsening and demolished infrastructures, increasing corruption, low GDP, loss of legitimacy and so forth (Akude, 2007). In Africa, failure is normally used to emphasize the methods in which states, either because of incapability of capacity or a lack of political willing, fail to deliver public goods to their entire population rather than preferring one or other particular subdivision of it. State failure on the African continent is a prevalent phenomenon while the failure to advance human prosperity has become larger than the failure to control (Williams, 2007).

Somalia, a nation-state with a unified culture, history, language and religion failed and then collapsed. This is, the first elected proto-democratic, post-independence civilian governments of Somalia became inefficient and corrupt that was unable to form national political culture. Because of that, military junta led by General Mohamed Siad Barre has overthrown the civilian government and took the power in 1969. After twenty years, the military regime has become oppressive and abused the citizens' human rights. Besides 1991 civil war, the Somali state had long been a failed state while the civil war had destroyed everything remaining and Somali-state had then collapsed (Rotberg, 2004).

### **2.2 Pre and post War Public Services in Somalia**

Somalia got its independence in 1960 from United Kingdom and Italy as Northern and Southern Somali regions respectively. July 1, 1960 Somalia got first democratic government and then elected Adan Abdulle Osman as the its first president. After 7 years the second election was held on Jun 10, 1967 which elected Abdi Rashid Ali Shermarke as the second president of Somalia. Unfortunately, On Oct. 15, 1969, President Abdi Rashid Ali Shermarke was assassinated and the army seized power (Leeson, 2007). However, for the period of democratic time Somali people were nomadic and farmers, therefore newly established governmental institutions were unable to provide sufficient service for the people. This causes increased poverty and declined security. In October 1969, the military regime took power, Maj. Gen. Mohamed Siad Barre became the new president of Somalia and he ruled the country 21 years (Elmi and



Barise, 2006).

During the military government, Somali government used to provide necessary basic public service amenities such as the police services, public roads, channels, water supply, sewers, electrical grids, telecommunications, public transit, public education, as well as public health services and etc. in which without them human cannot survive. People have enjoyed free public services like security, education, health care, public transportation, water and sanitation. In addition, the military government constructed several schools, many training programs of thousands of teachers, approving the Latin handwriting for the writing of the Somali language, and as well as effectively carry out nationwide literacy programs (Abdi, 1998).

Although, military regime was socialist, and everything was on the hand of government nearly all industrial, banks and businesses were state-owned, and as well as constructed roads, hospitals and universities and harvested and planted crops were through volunteer labor forces. At that time the role of private companies or business were limited or absent. Yet, many of the people were not satisfied that everything controlled by the government and blamed that resources mismanagement in which some groups get more than others (Powell et al., 2008).

The collapse of the central government of Somalia resulted many problems such as social, political economic, environmental and technological. More than twenty years of civil war, lack of government, violence, poverty and drought caused the society become more vulnerable to everything. The ineffective government social services result from the long period of unrest in the country (Abdi, 1998). The education system of Somalia was destroyed to the effect of the continued of civil war and also public education was closed. In addition, in 1991 the civil war broke out which completely damaged the education in Somalia. indeed, this war entirely eliminated the rest of educational structure (Moyi, 2012).

The breakdown of the central government of Somalia also affected public health services to collapse. But, lack of effective public health services had resulted significantly the increase of private health systems. 20% of people get medical treatment from private hospitals while other people do not have the privilege to do so. Today the major obstacle in Somalia is the absence of public health care. It was estimated that up to 90% of the doctors and health staff in hospitals were not getting sufficient training because of the absence of medical training and the limited number of hospitals and clinics they work in the region (Home Office April 2004). Currently, most water supply and sanitation infrastructure has destroyed and also not well kept during and after the war, which did not work in public. Lack of public finance for water supply and sanitation sector affected the absent of organized governance and ongoing war. However, some regions get financial support for water supply and sanitation by the United Nations and other charitable donors (USAID, 2008).

Nevertheless, after the absence of central government of Somalia, the private sector has occupied and currently playing a contributory role in given social services development. The private sectors are motivated to competition and free enterprise, lacking of preventive government policies, state provision, regulation, and control (Nenova, 2004). Although, private sectors have provided key social services, these services are expensive and also insufficient to everyone in the country. They provide according to their interests, not to the community. For instance, the private sector manipulates the community needs due to ineffective government protection. The services that they offer to society are so expensive and less quality. This leads to large parts of the people cannot afford these services. Since education is expensive, most of the people are not able to educate their children. This has resulted that a large number of children become out of schooling and endanger themselves and the public as a whole.

### **3. Challenges toward Restoring Public Services in Somalia**

The Public sector of Somali faced many challenges since the collapse of the central government. The main challenges faced by the government in order to rebuild or restore public services are as follows:

#### **3.1 Security challenge**

In all crisis and post-conflict countries creating safety and security has been a high priority of governments

and international assistance organizations. But without the capacity to provide safety and security, governments can do little to restructure war-ravaged nations. In war-ravaged countries the establishment of safety and security is difficult because it comprises the combination of complex functions that include applying peace agreements, rebuilding security forces below civilian control, safeguarding public order and safety, dismissing and disarming militias, securing national borders, consolidation of police forces, and reintegrating ex-warriors into the society and economy (Haider, 2008). In Somalia, after the state collapsed, the security has been a main challenge because government has not had enough security personnel to guard nation's territory in order to restore public services. Somalia has had one of the biggest security forces in Africa before its central government collapsed. The newly established federal governments were backed by international community, yet the security is deteriorating (Elmi and Barise, 2006). Ultimately, lack of security disheartened foreign investment, slowed down economic development, and also made it difficult to properly manage internal tensions and also provide public services to the citizens.

### *3.2 Financial challenge*

Government is facing internal and external financial challenges to rebuild public services. Each government agencies should provide public services based on the revenue it generates. However, Somali government is lacking public revenue. Nonexistence of public revenue and global aid has prevented the government from taking on a more progressive role for public services (Bradbury et al., 2003). Nevertheless, one of the competing claims is on the budget. For instance, in fragile conflict affected-states, provision of security law and order are more tend to be of superior significance to much society, and also essentially connected with enhancements in service delivery. Thus, it is difficult task for government finding the right balance in the allocation of scarce resources. On the other hand, externally, the task might be more complicated if huge amounts of financing flow outside the budget or if donors are dominating in the process of setting government's priorities. (Baird, 2011). For example, increasing military spending during war normally diminish financial resources intended for social services and prerogatives for the underprivileged people (Haider, 2008). Somali government is lacking enough budgets to run public agencies while the main problem here is government's dependence on international community donations which is not enough to run public agencies to deliver public services. Another financial challenge is lack of tax revenue, this is because Somali government is very weak and it does not control all of its territories.

### *3.3 Human Resources (Public Personnel)*

Public agencies and all documents were looted. All public records were destroyed or removed throughout the conflict and many of the experienced public servants had left from the country. In addition, fragile administrative and financial capacity also damaged the ability of the government to rebuild infrastructure and deliver services. This had result a complete collapse of public agencies that became a serious and long lasting challenge for both Transitional National Government in 2000s and the succeeding Transitional Federal Governments of Somalia. Thus, this has complicated the easy rebuilding of public services in Somalia. (Haider, 2008).

Among the challenges are developing good public sector leadership, and strengthening human resources in public sector. Public servants are not well qualified and not get enough training, not having enough skills and lack of experiences. These are a long time absence of governance and the current problem is that the Somali government is lacking the capacity to give training because of financial problem. There are also insufficient public servants to deliver public services because government does not have enough financial capacity to give salaries for public servants. For example, government cannot hire many teachers in schools, doctors in hospitals and so on. Government ministries and agencies in post-conflict countries face an enormous task in rebuilding public sector in situations where government alone does not have the technical, managerial or financial resources to provide effectively (Haider, 2008).

### *3.4 Lack of infrastructure*

Governments in war-ravaged countries face an emergence requirement to rebuild physical and

technological infrastructure facilities to restore and spread public services in order to support the peace and regain the public trust. In many post-conflict countries, governments face the complex tasks which are difficult to easily restore demolished physical infrastructures such as rebuilding new roads, repairing railways, seaports, waterways, airports, and telecommunication systems, and also of establishing policies and strengthening administrative capacity for the efficient operation of transportation systems. The functions for rebuilding physical infrastructure facilities typically include: delivering emergency shelter and food relief, restarting and extending education and health services, assisting refugees and displaced people to resettle, extending social services to vulnerable populations (Haider, 2008).

Furthermore, frequently energy systems are interrupted during conflicts necessitating the government to reinstate electrical power, energy infrastructure, and even fuel manufacture facilities. Obliteration of public properties such as schools, public health facilities, municipal buildings, police and fire stations are part of nation's collateral damage in which post-conflict countries must be rebuilt in order to restore service provision (Haider, 2008). In Somalia, it is difficult to restore infrastructure facilities because government ministries and public agencies alone do not have enough human, technical, managerial and financial resources to provide infrastructure facilities effectively.

### *3.5 The role of private institutions*

Private organizations in Somalia are one of the challenges toward rebuilding public sector because they have been providing more than 20 years. Since the absence of Somali's central government, these business institutions have been working without rules and regulations and monopolized service provision in major public services including education, health, electricity, telecommunication, transportation and so forth. In Somalia, there have been strong business institutions that fears state will tax it and threaten it with predatory demands, heavy rules and even nationalization. These business institutions prefer to preserve basic law and order informally, relying largely upon their own private security (Menkhaus, 2014). For this reason, if strong government returns, it might reestablish accountability, quality control and so on. Furthermore, the urbanist areas like cities and towns have private hospitals, diagnostic services, and pharmacies. However, these health services are insufficient in quality and also, some of the drugs are sold on streets means outside of the right position and there is less important consideration of drug quality standards i.e. products are often sold past their expiration dates (Nenova, 2004).

## **4. Ways to Restore Public Services in Somalia**

It is important for the Somali government to fulfill three core governance functions: provision of security; effective delivery of basic public goods and services; and managing political participation and accountability in order to get the pathways of stabilization, reconstruction and ultimately the transition of socio-economic recovery and growth. To restore or rebuild public services in a collapsed government is not an easy task. However, it needs to be restored gradually by taking the following steps:

### *1. Restoring law and order*

In order to stabilize the country, it is significant for government to restore law and order. Government should create rules and regulations with the help of legitimately recognized institutions such as houses of parliament and regional state governments. Creating law and order strengthen government to become effective and capable of restoring its public agencies. For instance, creating proper policies are regarding the restoring of public agencies such as clean water, electricity and sanitation. Since the country was lacking such proper policies long, law and order are fundamental for rebuilding public agencies to deliver public goods and services that are essential for the lives of citizens. Hence, restoring law and order is the most important factor to rebuild public services.

### *2. Public revenue*

The main source of revenue in government is tax; unfortunately the government is lacking taxation system. For example, Somali government takes tax only at the Mogadishu airport and seaport. For instance, government does not take income and property taxes. Therefore, government should come up

with proper taxation system to generate revenue in order to serve its citizens. It should collect taxes and make proper procedures and clear strategies in order restore public services that contribute to socioeconomic development. Another method that government can get revenue is to have clear plans, programs and strategies that can attract international donors or investors. This might supply the government revenue to provide public services.

### *3. Public servants*

Public agencies can be restored through accumulation of capital, human, technological and managerial resources. Government requires hiring qualified, experienced and talented personnel that participates the restoration and delivery of public services. Under these experienced and talented personnel, government needs to also hire university graduates in order to have sufficient personnel that can take part restoring public agencies that has been demolished during the era of anarchy. Government should obtain strong public administrators to perform the reconstruction of public agencies and also participate in an effective public service delivery.

### *4. Community awareness*

Government has to make research and identify clear ways that can be addressed in the community, it is important to make the people aware that the public agencies exist to provide the needed services. Thus, communication campaign has to be applied that broadcasts government plans effectively within the margins of the community to be assisted. Community awareness can be done through media like radios, television stations, newspapers, and social media like Facebook, Twitter, Instagram and posters which ultimately can create strong awareness for the people. In addition, community awareness can be done in civic organizations like mosques and universities. Community leaders and elites can be two main groups that can spread the awareness to the people.

### *5. Citizen participation*

Government should encourage citizen participation through promoting democracy and rule of law and allow the participation of youth and scholars toward rebuilding public agencies. Youth and scholars are the most important groups in every country. Youth is the backbone of country's development so that government should empower and give active role to them to participate in rebuilding the public agencies. Citizen participation can lead the government to be trusted and can also increase transparency and openness in every activity government does. On the other hand, scholars are key for the rebuilding public agencies by contributing their knowledge and expertise. Thus, in order to have effective citizen participation voluntary work is very imperative in the community because currently, voluntarism is one of the best ways in which each community can contribute. Voluntary work is important to the socioeconomic development of the country especially for the next generation.

### *6. National survey*

Government should make national survey through media in order to get information and consultancy from the people. It is the most significant sources government can get information through both traditional media such as radios, television, newspapers and social media like Facebook, Twitter and emails that allow citizens to express their attitudes toward rebuilding and restoring public agencies. These days' social media are strong sources of information that could help government to get citizen's views and directions. This kind of national survey will help the government to know the needs and wants of their citizens and then make government services more efficient.

## **5. Conclusion**

Under a democratic form of governance, the responsibilities of the state are to safeguard and address citizens' needs and demands. Public service provision makes the state discernable to its citizens. Public

service stands out as the leading mechanism of government formulation and implementation of public policies. Public service is citizens' straight route to their government. Nevertheless, after the collapse of the Somali's central government, the country had faced many problems such as social, political economic, environmental and technological. The ineffective government social services result from the long period of unrest in the country. Insufficient public revenue and global aid avoided the state from playing more developing role in the areas like communications, transportations and banking services, in which are privately organized. Since then, the private sector played a contributory role in given social services because the fragile and the less functional civil service. The private sector is motivated by competition and free enterprise, thus, lacking of preventive government policies, state provision, regulation, and control. However, these can be solved through, restoring law and order, reestablishment of strong public personnel, encouragement of citizen participation and conducting national surveys.

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## **The Effect of Innovation Performance On Technology Orientation, Market Orientation And Firm Performance. A Conceptual Framework**

**\*Mohammad Nura Ibrahim Naala<sup>a&b</sup>, Muhammad Haliru<sup>b</sup> & Norshahrizan Nordin<sup>c</sup>**

<sup>a</sup>Department of Business Admin & Management, Federal Polytechnic, 882231 Kaura-Namoda, Zamfara State, Nigeria.

<sup>b</sup>School of Business Management, Universiti Utara Malaysia, Malaysia.

<sup>c</sup>School of Business Innovation and Technopreneurship, Universiti Malaysia Perlis, Malaysia.

Email of corresponding author: mohammad\_nura@oyagsb.uum.edu.my

### **Abstract**

Even though the impact of SMEs in economic growth is recognized in many countries, Performance of SMEs in Nigeria is unanticipated. The high level of un-employment, export earnings, low contribution to the GDP and the high failure rate of SME's indicates of low performance. Nevertheless, inadequate entrepreneur's innovation, technology orientation and market orientation occupies a central position for the low performance of SME in many countries. Previous studies advocate that technology orientation and market orientation have a significant influence on firm performance, but the mechanism through which these variables are related is neglected. Therefore, this paper aims to undertake a review of the related literature to develop and propose a research conceptual framework for SMEs performance. Based on the combination of this variables, this study proposes that innovation performance may further explain the indirect relationship between technology orientation, market orientation and firm performance. It highlights the importance of the relationship between innovation performance, technology orientation, market orientation and SMEs performance.

Keywords: Innovation performance, Market orientation, Technology orientation, Firm performance.

### **Introduction**

Nigerian economy is facing a lot of challenges as a result of declining oil revenue, very high foreign exchange rates high youth unemployment. To tackle these challenges, there is a need for urgent need for diversification and resuscitation of the economy. Although SMEs are recognized as one of the key to economic growth and development in many countries (Mahmood & Hanafi; 2013; Hilmi, Ramayah, Mustapha & Pawanchik, 2010) and constitute 96 percent of the entire economy, unfortunately their contribution to the overall economy in Nigeria is still low when compared with developed and other developing countries (Eniola, 2014; Aliyu & Bello, 2013; Oyeyinka, 2012). Ibru (2013) stated that the failure of SMEs in Nigeria is an issue of concern to the Nigerian government and other interested parties. Additionally, Report on SMEs across the country stated that the contribution of SMEs to GDP and employment is not encouraging (Ndumanya, 2013; SMEDAN, 2012). Micro, Small and Medium Enterprises (MSMEs) contribution to export stood at 7.27 percent (SMEDAN, 2013). The aggressive competition comes mainly from Asia. Studies show that there is a decrease in export by exporters due to the competitive pressures from Asian counterparts (Oyelaran-Oyeyinka, 2008).

Currently, Nigeria's position in both the Global Competitiveness and the Ease-of-Doing-Business Indices are at the very low. (World Economic Forum, 2016). Also, using Global Innovation Index 2017 report, out of 127 countries, Nigeria was rank 119 and scored only 21.9 points out of 100. It is clear that SMEs in Nigeria needs to explore new strategies in catching up with others in the world. SMEs performance is very low due to the issues related to poor access to the market, government policies, innovativeness, low

managerial and entrepreneurial skills, and lack of access to modern technology (Nwoye, 2008; SMEDAN, 2013). Of all these issues technology orientation, market orientation, innovation performance occupy a very central position. Thus, these fundamental problems have forced many SMEs to become either micro business or cease to exist (SMEDAN, 2012; National Planning Commission [NPC], 2011).

Also, mediating role of innovation performance on the performance of SMEs, when combining technology and market orientation, remains relatively unexplained by existing literature. The study anticipated innovation performance mediate the link between TO, MO and firm performance. Thus, in view of the above-mentioned gaps and the suggestions for further studies, this study will investigate the mediating role of innovative performance on the relationship between market orientation, technology orientation and performance of Small and Medium Enterprises (SMEs) in Nigeria.

### **Firm Performance**

Many studies on firm performance use a number of organizational resources to measure performance of SME's (Naala & Mahmood, 2016; Lucky, & Minai, 2011; Fornoni, Arribas, & Villa, 2012; Naala, 2016; Ibrahim & Mahmood; 2016). Performance is a relevant construct in strategic management research, one of the most significant and frequently used as a dependent variable that is a concern in almost all areas of management (Santos & Brito, 2012). Firm performance explains how well an organization is doing (Obiwuru, Okwu, Akpa, & Nwankwere, 2011). Richard, Devinney and Yip (2008) defined performance as encompassing three specific areas of organization outcomes: financial performance, product market performance and shareholder return. Firm performance can be measured quantitatively or qualitatively (Augustine, Bhasi, & Madhu, 2012). In other words, it can be measured either by looking at economic variables or non-economic variables (Leitao & Franco, 2008). In contrast, Minai and Lucky (2011) see a performance from both financial and the nonfinancial perspectives. While, Lusthaus, et al., (2002) argued that performance is an significant step in ensuring firm success.

### **Technology Orientation and Firm Performance**

Technology orientation is a significant firm's level construct (Li, 2005). This is because achieving corporate goal lies on the ability of the organization to welcome innovative ideas and quick adaptation of new technologies (Hurley & Hult, 1998). TO is defined as the organization's openness to innovative ideas and its tendency to implement new technologies (Hurley and Hult, 1998). It signifies "a firm's proactivity in developing new technologies and generating new ideas and its use of sophisticated technologies in new product development, etc." (Li, 2005, p. 432). It comprises activities like the use of sophisticated technologies in product/service innovation, considerable investment in research and development, and the rapid incorporation of new technologies (Slater, Hult, & Olson, 2007, Zhou, Kin & Tse, 2005). Also, empirical studies shows that firm with better TO perform better than those without TO (Naala, Nordin & Wan, 2017).

The contribution of TO on firm performance have been conducted by several studies and found a positive influence on firm performance (Naala, et al., 2017; Mu & Di Benedetto, 2011; Spanjol, Qualls, & Rosa, 2011; Hakala & Kohtamaki, 2010). Lee, Dedahanov & Rhee (2015) studied the the relationship between technology orientation and innovation performance and in the link between technology orientation and financial performance. The study results revealed technology orientation does not have significance relationship with financial performance. Similarly, Lee, Choi & Kwak (2015) investigate the effects of technology orientations on firm innovativeness. The results reveal that, technology orientations significantly influence firm innovativeness and firm performance. Also, Hsu *et al.*, (2014) investigate the roles of technological capability on the influence of strategic orientation on both market and financial performance of new products. The findings of the study show that TO positively affect market performance.

Proposition 1: Technology orientation is positively associated with business performance.

### **Market Orientation and Firm performance**

Market orientation (MO) is a significant concept of strategic marketing, reflecting how an enterprise relates

to its customers (Narver and Slater, 1990; Kohli and Jaworski, 1990). It reveals an organizational culture that put the satisfaction of customer needs at the center of the company's business model (Narver and Slater, 1990), which leads to the achieving a superior performance (Kirca *et al.*, 2005; Liao *et al.*, 2011). MO as a corporate culture, describes an organization's disposition to deliver superior value to its target customers continuously (Slater & Narver 1994). It also includes an appropriate response to changes in market needs in order to satisfy stakeholders and customers' needs and other organizational goals (Wang *et al.*, 2012).

MO found to have positive influence on SMEs performance (Shehu & Rosli, 2014). Also, Ansah and Chinomona (2017) in their study Analysis of MO and the performance of Multinational Service Industries in Ghana. The findings shows a positive relationship between customer, competitor orientation and firm performance while; inter-functional coordination does not have relationship with firm performance. Huhtala, Sihvonen, Frosen, and Tikkanen (2013) study MO and innovation capability on firm performance. The finding shows customer orientation has a significant effect on firm performance during upturn, while the result was not significant in the downturn. Narver and Slater (2013) investigated the influence of Market Orientation on Business Profitability. The finding shows a considerable positive influence of a MO on the profitability of both categories of businesses. The study recommend Future studies to address the issue by including additional items that represent these constructs and testing their relationship with the three-component model of market orientation and with a company's performance. Kara, Spillan, and DeShields (2005) examined the influence of MO on the performance of Small-Sized Service Retailers. The findings indicate a positive relationship between MO and firm performance.

Proposition 2: Market orientation is positively associated with business performance.

### **Innovation Performance and Firm Performance**

Innovation generally refers to changing processes or creating more effective products, processes, and ideas. In businesses, this could mean implementing new ideas, creating dynamic products or improving your existing services. Innovation is also about pursuing and giving support to novelty and originality, creative processes and the development of new ideas through experimentation (Lumpkin & Dess 1996). The very past definition of innovation by Schumpeter (1936) is in the context economic development and defined it as the new combination of productive resources (Hidalgo & Albors, 2008). While innovativeness is the strength and ability of the business firm to come up with new measured of actualizing these new products and ideas to products (Covin & Mille 2014).

Prior research conducted have used innovation in its association with firm performance and the possible findings are: Lee, Choi and Kwak (2015), Investigate the effects of technology, entrepreneurial, market, and learning orientations on firm innovativeness, and the mediating effect of firm innovativeness on these relationships, the results reveal that, firm innovativeness has a significant effect on firm performance. The study also found that firm innovativeness has a statistically significant mediating role in the relationships of technology, entrepreneurial, and learning orientations to firm performance. Lee, Dedahanov & Rhee (2015) studied the role of innovation performance on financial performance. The results revealed a positive effect on the relationship between innovation performance and that innovation performance financial performance. Similarly, Olughor (2015) investigates how innovation affects firm performance in small and medium-sized enterprises (SMEs) in an up-and-coming market. The findings indicates that Innovation there is a high correlation among factors used to measure innovation. Similarly, innovation was found to influence firm performance. Grisseman, Plank, Brunner-Sperdin (2013) conducted a study on Enhancing the firm performance on the role of innovation and customer orientation, the findings show the influence of innovativeness and innovation behavior on both financial and non-financial firm performance.

Proposition 3: innovative performance is positively associated with business performance.

Proposition 4: Innovative performance mediate the positive relationship with business performance.

Proposition 5: Market orientation mediate the positive relationship with business performance.



## Conceptual Framework

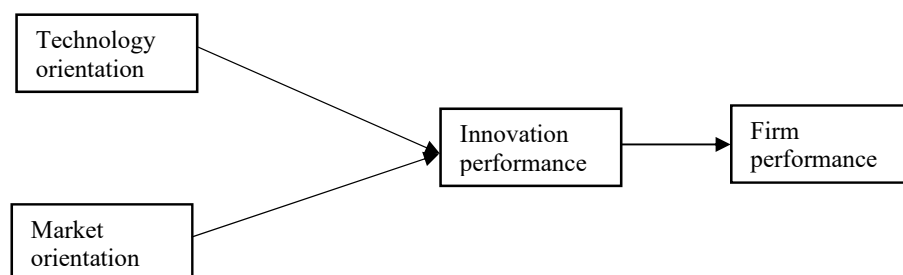


Figure 1: Proposed research framework

The proposed conceptual framework shows the mediating effect of innovation performance on the relationship between TO, MO and firm performance. The independent variables that will represent the organization valuable resources namely MO, TO. Firm performance is the dependent variable while innovative performance is moderating variables.

Resource-based View (RBV) theory is among the most commonly known theory related to business performance as indicated by several studies. Wernerfelt (1984) argued that RVB is the leading theory in the field of strategic management. This theory is originated from the work of Penrose (1954) which stressed the importance of resources in enhancing organization competitive advantage.

## Conclusion and Discussion

This paper has proposed the mediating role of innovative performance on the relationship between TO and MO as shown in Figure 1. The previous discussion has suggested numerous predictors assumed to explain firm performance. Nevertheless, the paucity in previous studies, he mediating variable is acknowledged. If the proposed framework is validated, the finding will provide important insight to managers and practitioners into the significant role of innovation performance.

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# Reducing Employee Turnover by Improving Trust in Organization Through Supervisory Support

Azura Roslee<sup>a</sup> & Azura Abdullah Effendi<sup>b</sup>

<sup>a</sup>OSRAM (M) Sdn. Bhd.

<sup>b</sup>Universiti Sains Malaysia, Malaysia

Email of corresponding author: azura-roslee@osram.com

## Abstract

This paper highlights the significance of organizational trust in the relationship between supervisory support and employee turnover. This review is imperative as an employee's well-being encompasses many fundamental dimensions of employment, several of which can be significantly affected by an immediate supervisor. A survey of previous literature reveals perceived supervisor support associated with employee turnover intention. Previous studies also suggest that an employee's trust in the organization should enhance retention, and found evidence that this variable had a clear negative relationship with organizational turnover rates. Additionally, in other studies, the quality of supervision was found to influence turnover intention. The current study proposes that trust in organization mediates the relationship between supervisory support and intention to turnover. The findings of this study will assist managers in building supportive job conditions needed to enhance employee trust in the organization, and researchers in further investigating the impact of trust in organization on employee turnover intentions.

Keywords: Employee turnover; Organizational trust; Supervisory support.

## 1. Introduction

This research investigates the role of perceived supervisor support as a mediator in the relationship between career development and intention to turnover. A review of the empirical literature would be able to shed light to this area of inquiry and consequently offer suggestions to organizations on how to reduce employee turnover and retain quality employees.

The term *turnover* is defined by Price (1977) as the ratio of the number of organizational members who have left during the period being considered divided by the average number of people in that organization during the period. Frequently, managers refer to turnover as the entire process associated with filling a vacancy, whereby each time a position is vacated, either voluntarily or involuntarily, a new employee must be hired and trained. This replacement cycle is known as turnover (Woods, 1995).

A high turnover rate can affect productivity and increase cost of an organization (Butali, Wesang'ula, & Mamuli, 2014). Beer (1981) found that high turnover brings negative impact to organizations such as loss of productivity and profitability. Utter (1982) also agree that productivity could drop in slump when there is replacement of employees by new hires. Besides the unproductive performance portrayed by new hires in contrast to veteran workers, productivity of trainers may drop as well during the training periods.

A global research involving 32 countries, 266 industries, and 506 occupations around the world shows that labor shortage risks is an important issue that every country will need to focus on in the future (Ward, 2014). Additionally, a global employment consultancy report shows that more than one of three talents around the world face difficulty finding a job and 38 percent of managers could not find a suitable talent (Graham, 2015). The serious employee shortage in the world will make an unparalleled challenge for all business leaders and policy makers over the next fifteen years and beyond (Freeman, 2006).

## **2. Intention to Turnover**

Turnover intention is defined as an employee's intention to voluntarily change jobs or companies (Saeed, Waseem, Sikander, & Rizwan, 2014). The concept captures the individual's perception and evaluation of job alternatives (Mobley et al., 1979). When employees are not satisfied with their employment or when organizations do not trust their employees, the employees' intention to turn over will be greater. Hence, they will leave the organization and the duration of their job will be shorter (Pfeffer, 2007). Actual intention and turnover intention have been measured separately; yet, actual turnover is expected to increase as the intention increases. The results of the different studies provide support for the high significance of turnover intention in investigating the individual's turnover behavior.

## **3. Supervisory Support**

Supervisors administer employees' work, providing direct and indirect feedback of their work, and serve as the pivotal person in influencing rewards, appraisal, and career development in an organization. Maertz and Griffeth (2004) theorized that attachments to supervisors could have influential effects on employees' turnover intention. Several studies showed that satisfaction with supervisory support reduces turnover intention (Cotton & Tuttle, 1986; Krackhardt, McKenna, Porter, & Steers, 1981; Lee, 2004). Maertz et al. (2007) called for further research on the personal and situational characteristics for supervisors to extend employees' positive attitudes and attachment to an organization, indicating the necessity for examining the effect of supervisory support in providing performance feedback, trust and confidence, empowerment, and career development plans that could influence turnover intention.

Supervisory support has become a major topic in recent research (Eisenberger et al., 2002; Maertz, et al., 2007; Shanock & Eisenberger, 2006; Stinglhamber & Vandenberghe, 2003). These studies contribute to the growing body of research on the influence of supervisor to staff motivation and retention. Other intangible socio-emotional elements of supervisory support such as providing empowerment, confidence at work, personal guidance in career plans as well as treating subordinates with respect and trust are coherent with organizational support and care. Apart from work related feedback and development opportunities, personal relationships could affect a larger portion of those with attachment to the organization via favorable actions of agents (Levinson, 1965). This might explain the preference of Malaysians to work in harmonious and relationship-based workplace (Abdullah 2001; Pearson & Chong, 1997). Such a culture shows that authority and supervisory support play a pivotal role in influencing employee work related perceptions, attitudes, and behaviors (Ferris & Gilmore, 1984; Yoon & Lim, 1999).

### **3.1 Supervisory Support and Intention to Turnover**

Maertz and Griffeth (2004) theorized that attachments to supervisors could have influential effects on employees' turnover intention. Their study demonstrated that supervisor attachments have separate effects on turnover cognitions—distinct from attachments and attitudes related to the organization itself. In return, employees tend to direct their actions toward the target from which it benefits them (Hoffman & Morgeson, 1999). Therefore, employers should consider the potential relationship between employees and the supervisor that directly affects the employees' turnover decision.

It is agreed that employees have different relationships with the supervisor and the organization (Becker, 1992; Dirks & Ferrin, 2002; Reichers, 1985) but by responding towards the perceived supervisor support (PSS), any result of responsibility should be generally towards the supervisor rather than the organization (Hoffman & Morgeson, 1999). By increasing the PSS and level of commitment, the organization can

reduce the turnover intentions of their employees (Newman, Thanacoody, & Hui, 2012). PSS is crucial to retain employees in the organization (Gentry et al., 2006). These theoretical findings all strongly propose that PSS should cause attachments straightforwardly to the supervisor, and which should directly influence turnover cognitions.

#### **4. Trust in Organization**

Organizational trust is of great importance to the success of organizations. Trust is an important issue for most organizations as it can have great advantages for organization. If employees trust the organization, they will contribute more and give more to others. Organizational trust is defined as an employee's feeling of confidence that the organization will perform actions that are beneficial, or at least not detrimental, to him or her (Tan & Tan, 2000).

Luhmann and colleagues (1979) defined system trust (here used as a surrogate for organizational trust) as the appearance that everything is properly in order. This type of trust is necessary for the effective functioning of such things as monetary exchange and political power (Lewis & Weigert, 1984). According to Lewis and Weigert, the absence of the public's trust and confidence in the reliability, effectiveness, and legitimacy of the cultural symbols such as money and laws would lead to the collapse of modern social institutions. Moreover, Durkheim (2008) posited that system trust supports interpersonal trust. Therefore, one could expect that individuals would lose trust in individuals with a corresponding erosion of trust in institutions. This framework for understanding system trust in society provides a useful mechanism for understanding system trust in organizations.

Argyris (1973) believes that organizations should take on the belief that human growth is important. He claims that when mistrust in organizations rises, individuals will look out for themselves, rather than working together. The result is decreased productivity due to the lack of information flow, conformity, and ineffective decision-making. Argyris (1973) proposes that organizations of the future should "seek to enrich work, minimize unilateral dependence, and increase openness, trust, risk-taking, and expression of feelings".

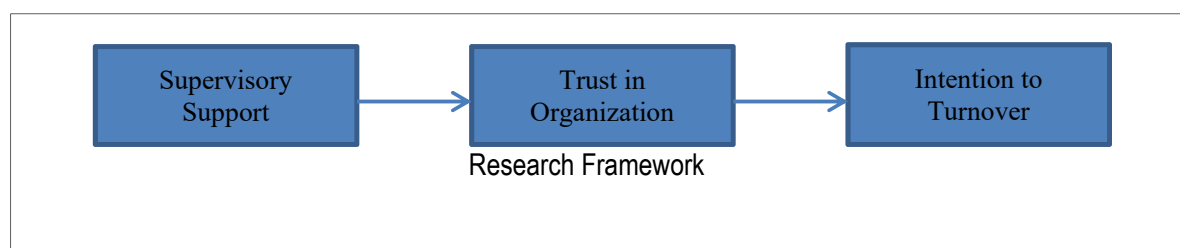
According to Bodnarczuk (2008), organizational trust means that "we trust the organizational structures, systems, and culture within which we work". The evolution of trust within an organization will be affected by the history of outcomes that an employee or manager has experienced when trusting the other based on their ability, benevolence, and integrity (Mayer, Davis, & Schoorman, 1995, p. 724). Organizational trust is a circular motion of action and reaction. The trustor trusts and the trustee honors and fulfills that trust.

##### **4.1 Trust in Organization and Intention to Turnover**

One of the factors that affect turnover intention is the trust towards the organization. Costa (2003) demonstrated that trust plays a main role for the social relations between individuals and organization. The social bounds based on trust are likely to increase an employee's intention to stay in a long-term relationship with the organization (Barrick & Zimmerman, 2009).

Research has demonstrated that an organization's ability to develop trusting relationships is an increasingly important source of competitive advantage (Barney & Hansen, 1994). Organizations that foster internal and external climates of trust reap advantages in the marketplace (Zaheer, McEvily, & Perrone, 1998). Trust has also been linked to organizational outcomes such as higher sales and profits, lower employee turnover (Davis, Schoorman, Mayer, & Tan, 2000), and increased levels of cooperative

behavior among employees (Gambetta, 1988).



## 5. Mediating Role of Trust in Organization in the Relationship between Supervisory Support and Intention to Turnover

The significance of supervisory support in relation to employees' trust toward a specific individual such as trust in supervisor or leader (Folger & Konovsky, 1989) or generalized trust in management (Tyler, 2003) or organization should be further investigated. Existing literature suggests that future researchers examine the relationship between employees' perceptions on organization's HRM practices and their attitudes towards organization (supervisory support and trust in organization), and subsequently how these variables influence employees' behavioral intentions (turnover intentions).

Positive perceptions of workplace relationships (supervisor and co-workers support) may help reduce work-related stress, increase job satisfaction and motivation, enhance commitment, improve performance, and reduce employees' turnover intentions (Currivan, 1999; Lam et al., 2002). Firth et al. (2004) found that social supports from supervisors directly reduced the level of employees' burnout and indirectly reduced employees' intention to quit via job satisfaction.

Research suggests that employees are more likely to indicate intent to leave in the absence of adequate support from top management and co-workers. Perceptions of organizational supports and cares about workers are positively related to job satisfaction and organizational commitment (Allen et al., 2003). Regarding turnover, Eisenberger, Fasolo, and Davis-LaMastro (1990) specifically ascertained that individuals with higher perceived organizational support would be less likely to seek out job alternatives in other organizations. Klein and Weaver (2000) postulated that employees who participated in the organizational support program (e.g., employee orientation training program) generally exhibited higher organizational commitment, supported the firm's mission, understood the firm's corporate culture, adopted its values and beliefs, and demonstrated a willingness to stay longer in the organization. Moreover, the level of employee training through a realistic job preview, job shadowing opportunities, and core standards training have instilled loyalty and a positive attitude among resort club employees (LaLopa, 1997).

In line with this thought, Settoon, Bennett, and Liden (1996) confirmed that emotional support (e.g., showing appreciation, taking an interest in employees' work, maintaining open communication, helping on personal problems) and instrumental support (e.g., providing needed resources, helping with work tasks) correlate positively with job satisfaction and organizational commitment.

## 6. Conclusion

The literature indicates a positive correlation between trust in organization and turnover intentions. Employee trust in their supervisors has been known as one of the critical factors that continue to affect even today the organization's structure, working time of employees, and behaviors related to this. In this context, trust towards the employer is a highly important factor on the workplace activities. On the other



hand, findings on supervisory support has been reviewed against these variables and found to be imperative in the both trust and turnover intention literature.

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**Determinant Factors of Logistic Information Technology (LIT) Adoption by Logistic Service Providers ( LSPs) in Malaysia : A Review**

**Hanisah Mat Salim, T. Ramayah & Noorliza Karia**

Universiti Sains Malaysia, Malaysia

Email of corresponding author: hanisahsalim10@gmail.com

**Abstract**

**Purpose-** This paper aims to identify the determinant factors of Logistic Information Technology (LIT) Adoption by Logistic Service Providers (LSPs) in Malaysia. Many LSPs in Malaysia however have not realized the need to employ technology in their operations and haven't implemented information technology and aligned their strategies with the changes in technology. Technology has been used as competitive tool to gain competitive edge against competition and in most instances redesigning the sales process. With these developments, efficiency in service delivery has been key in pushing many organisations towards implementation of computer systems. Logistic Information Technology is where LSPs implement various logistics systems is one of the technologies implemented towards improving service delivery. The purpose of this study is to understand factors affecting the implementation of LIT adoption by LSPs in Malaysia. This research was guided by TOE model in identifying factors determining LIT adoption by LSPs in Malaysia. PLS-SEM is used to analyse the relationship of each construct using the structural equation modeling. This research concludes a need for LSPs to further understand the importance of LIT and how it can shape their operations towards improving service delivery.

**Keywords:** Determinant Factors, TOE Model, LIT Adoption, PLS-SEM, LSPs

**1. Introduction**

The logistic industry is the backbone of Malaysian economy and Malaysia are moving towards Industry 4.0. The fourth industrial revolution, Industry 4.0, the name given to the latest evolution in the digitisation and automation of manufacturing processes. Industry 4.0 covers the entire value chain, including suppliers, procurement, design, logistics and even sales, resulting in higher productivity and flexibility. The first few countries that initiated Industry 4.0 were Germany, Japan and the United States. These countries recorded a significant level of R&D spending as a percentage of their GDP. In contrast, Malaysia has only recorded 1.30% in 2016. If Malaysia were to successfully move to Industry 4.0, it will need to consider measures to further assist and encourage R&D spending. The success of Industry 4.0 is highly dependent on the capability of the workforce to innovate and apply advanced knowledge and technologies. So, LSPs are being encouraged to invest in ICT systems. This would enable them to undertake complex activities such as managing large orders and inventories, coordinating and tracking real-time delivery and processing returned items.

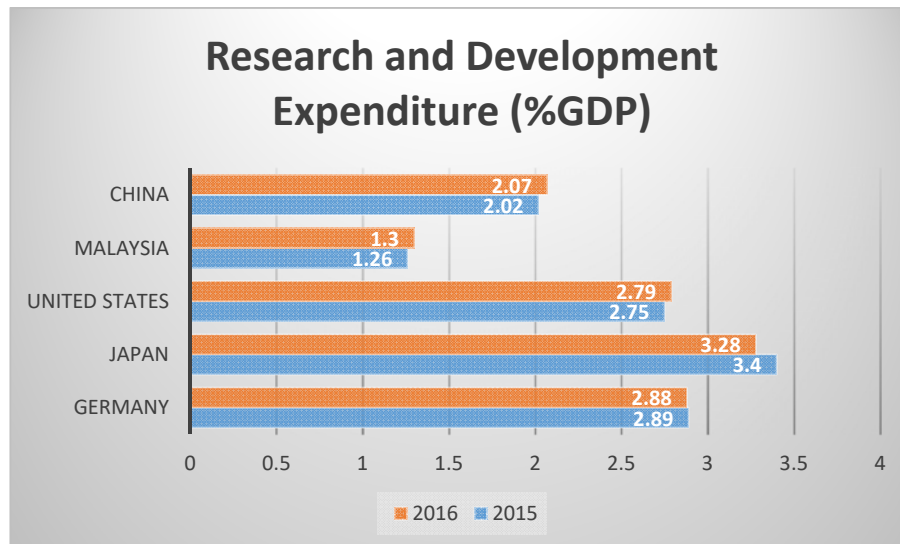


Figure 1 : Research and Development Expenditure (%GDP)  
Source : The World Bank

Furthermore, The Malaysia logistics industry in has grown exponentially over the years. Computer and information technology has been utilized to support logistics for many years. Information technology is seen as the key factor that will affect the growth and development of logistics. With impressive accessibility, large availability of warehouse space and increased connectivity of logistics locations, Malaysia provides a great opportunity for company expansion. Thus, Information Technology is seen as the key factor that will affect the growth and development of LSPs in Malaysia. Information technology has influenced the overall logistics operations capabilities in terms of productivity and service quality, through on time and accurate information with a minimum costs. In addition, study by Lalonde and Master (1994) revealed that logistics process can be meaningful and successful with the usage of ICT. This will help company achieving competitive advantage in term of costs effective; as a result from reduce cycle time and increase productivity and reliability. Through Logistics Information Technology (LIT), companies can increase competitiveness and sustain competitive advantage. Logistic Information Technology (LIT) refers to the software and hardware that facilitates logistics activities which include order, inventory, warehousing and transportation management (Closs et al. 1997).

## 2. Literature Review

Many companies have been implementing IS in their respective organisations and re-organising their business processes (Rajagopal, 2002). Computer-based IS mainly depend on IT; consequently, successful IS can be measured by the effectiveness of IT to support an organisation's strategies (O'Brien, 2004). Every business must consider startup costs when implementing any type of information technology system. In addition to the cost of hardware and software, some technology vendors require businesses to purchase user licenses for each employee that will be operating the system. In logistic industry, companies rely on information technology to enable integration, order and transportation management and warehouse management. It also involves the delivery of products or services for the client with assured quality and quantity. The logistics industry also depends on the timeliness in which products are delivered to a destination.

In previous study, Information Technology can have significant effects on logistics operations, facilitating collaboration among supply chain partners, as well as allowing the automation of many routine logistics activities , thus enabling logistics professionals to focus on more strategic issues in logistics management

(Benjamin & Wigand, 1995 ; Handfield & Nichols, 1999). Moreover, the effectiveness of logistics services is depends on adequate information technology systems support ( Prahalad & Krishnan, 1999).Through logistics information technology, companies can increase competitiveness and sustain competitive advantage.

## **2.1 LIT Adoption**

Conferring to Hammant (1995), investment in the information technology is good for future business. It brings greater benefits to the logistics companies in future as system enables management to monitor inventory at all locations throughout the organization and help the companies in facilitating the inter-company integration. Based on a study by Gopalakrishnan and Damanpour, 1997, states that LIT adoption processes in an organisation are considered to be successful only if the innovation is implemented in the organisation and individuals continue to use the innovation over a period of time.

## **2.2 TOE Framework**

According to Khasawneh (2008) defines the technology adoption as the first use or acceptance pf a new technology or new product. TOE framework was developed by Tornatzky and Fleishcer (1990) to examine firm-level adoption of various IS/IT products and services. There are three types of contexts in TOE framework a) Technological context b) Organizational context c) Environmental context.

- a) Technological context. Technological context is comprised of the variables that influence an individual, an organization, and an industry's adoption of innovations (Huang et. al, 2008 : Claycomb et al., 2005 : Abdul Hafaz et al., 2017 )
- b) Organizational context. It refers to descriptive measures related to organizations such as firm scope, firm size and managerial beliefs and etc.( Salwani et al., 2009 : Abdul Hafaz et al., 2017)
- c) Environmental context. It focuses on areas in which a firm conducts its business operations, with the priority given to external factors influencing the industry such as government incentives and regulations. (Salwani et. al., 2009 : Abdul Hafaz et al., 2017)

## **3. Methodology**

The study initially performed a literature search to identify theoretical models utilised in examining LIT adoption. Based on this search result, the study then identified the most commonly used LIT adoption model. The studies are accessed from the popular databases such as Emerald, EbscoHost, Science Direct using keywords (or combination of keywords) such as technology adoption, technology adoption model, TOE, EDI and etc. The studies based on TOE framework is included to identify relevant variables which can be used to study the adoption of similar technologies in future such as LIT. The study employed quantitative survey with structured questionnaires in an effort to test theory and acquire new knowledge while utilizing statistical methods to validate results . Later, the researcher will use PLS-SEM to analyse data.

The literature review process is presented diagrammatically as follows:

Search latest issues in LSPs→ Selection of keywords →Searching published articles in the databases→ Making choice for relevant papers → Identifying IT adoption models at organizational level → Developing model→ Writing discussion and conclusion.

## **4. Significance of The Study**

World is shrinking day by day with advancement of technology. Customers' expectations are also

increasing and companies are prone to more and more uncertain environment. The IT field is evolving and developing every day. New technologies in computers and mobile devices are shaping the way the world communicates with one another, gets work done, and spends free time. That means using LIT adoption, the entire system is designed so that the company will meet its strategic and tactical goals.

## **5. Conclusion**

In this study, researcher developed and proposed a model for the process of LIT adoption in organisations. The study focused on LIT adoption in organisations. The contribution of the study includes an enhancement of our understanding of LIT adoption and implementation process in organisations. The proposed model introduces several determinants that may influence IS security adoption in organisations, in particular, the association between various technological, organisational and environmental and with LIT adoption.

Besides the LIT adoption model proposed in this study provides important implications for practice as well as for further research. This study has a number of implications for managers and IT researchers. Managers can draw up this model and assess the condition of the LIT adoption process and possible factors that would lead to a successful adoption of LIT innovations in their organisations. In terms of future research, the proposed model identified the different factors that influence LIT adoption in the context of technology, organisation and environment.

## **6. Acknowledgement**

First of all, I would like to thank my parents for moral support in everything. In addition, I would like to thank my supervisor Professor T. Ramayah for his support and guidance. I also want to thank my co-supervisor Associate Professor Dr. Noorliza Karia for her advice and interesting thoughts. Finally, I would like to express my immense thanks and gratitude to all people who contributed to make this research successful.

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# Entrepreneurial Learning as a Mediator between Entrepreneurial Orientation and SME Performance: A Conceptual Model and Research Propositions

Ramatu Abdulkareem Abubakar<sup>a,\*</sup>, Kabiru Maitama Kura<sup>b</sup>

<sup>a</sup>Universiti Utara Malaysia

<sup>b</sup>Federal Polytechnic Kaura-Namoda, Nigeria

Email of corresponding author: ramatuabdulkareem@gmail.com

## Abstract

Although a considerable amount of academic research has consistently established significant positive relationship between entrepreneurial orientation and small and medium enterprises' performance, there remains a paucity of research examining the fundamental processes behind this relationship. To address this theoretical gap in the literature, a proposed mediation model is proposed. The proposed conceptual model and propositions developed was based on resource-based view (RBV) and relevant extant literature in the fields of marketing, strategic management, and entrepreneurship. In this paper, we provide a detail review of literature linking entrepreneurial orientation and SME performance. In addition, we review some extant literature to show why and in what ways entrepreneurial learning might play a mediating role between entrepreneurial orientation and SME performance. Managerial implications, limitations and further research are discussed.

Keywords: Entrepreneurial Learning; Entrepreneurial Orientation, SME performance.

## 1. Introduction

Over the past two decades, the construct entrepreneurial orientation (EO) has enjoyed a remarkable popularity as many researchers focused on disentangling the mediating mechanisms through which EO affects various organisational performance indicators Lumpkin and Dess (1996). For example, Alegre and Chiva (2013) found that organizational learning capability mediated the relationship between entrepreneurial orientation and innovation performance of Italian and Spanish firms. Al-Dhaafri et al. (2016) established that total quality management plays a mediating role between entrepreneurial orientation and the organizational performance. Li et al. (2009) found knowledge creation process to be a significant intervening variable between entrepreneurial orientation and firm performance. Drawing data from 213 small scale food firms in Norway, Veidal and Korneliussen (2013) showed that effect of entrepreneurial orientation on performance is mediated by organisational innovation. Furthermore, in German context, a study by Kollmann and Stöckmann (2014) established that both exploratory and exploitative innovations mediated the link between entrepreneurial orientation and performance.

Despite large research effort in identifying and examining the fundamental reasons why entrepreneurial orientation affects organisational performance, empirical examination of organizational learning as mediator between EO-SMEs performance relationship is limited. However, notable exception is Real et al. (2014) who found empirical evidence for the mediating role of organizational learning in the relationship between entrepreneurial orientation and business performance. The present study differs from Real et al. (2014) in the following ways. First, while the present study focused on the performance of small and medium enterprises in Nigeria (African context), Real et al. (2014) focused mainly on Spanish industrial



companies (western Europe context). Secondly, more than 50% of the sampled firms in Real et al. (2014) were large firms having total sales revenue between €10 million and €50 million, compared to the present study, which included small and medium enterprises whose sales revenues were far less than that of the former.

The purpose of this paper was to propose a mediation model of the relationship between entrepreneurial orientation and SME performance. Towards this objective, the remainder of this paper is organized as follows. Section 2 reviews the theory and literature on link between entrepreneurial orientation and SME performance, as well as the mediating role of entrepreneurial learning behind this relationship. Building on resource based view and extant empirical studies, a conceptual model is presented in section 3. In section 4, we discussed the managerial implications of this paper before considering the limitations and further research in the subsequent section. Finally, a conclusion was drawn in section 6.

## **2. Literature Review and Propositions**

### **2.1 Entrepreneurial Orientation and SME performance**

Entrepreneurial orientation has been defined as “a processes, practices, and decision-making activities that lead to new entry opportunities that can be successfully undertaken by purposeful enactment (Lumpkin and Dess 1996). A comprehensive review of literature conceptualized entrepreneurial orientation as either unidimensional or multifaceted construct (for review see Rauch et al. 2009, Covin and Wales 2012). For the sake of simplicity and parsimony this study adopted unidimensional approach in conceptualizing entrepreneurial orientation. Empirical studies have shown that entrepreneurial orientation was positively related with SME performance (Pearce et al. 2010, Real et al. 2014, Schepers et al. 2014, Wang 2008, Wiklund and Shepherd 2005, Zhang and Zhang 2012). Specifically, Pearce et al. (2010) demonstrated that entrepreneurial orientation had a significant and positive relationship with SME performance. In the same vein, Wang (2008) found a significant positive relationships between entrepreneurial orientation and performance of 213 medium-to-large UK firms. In a study involving 130 SMEs in the north-east of China, Zhang and Zhang (2012) found that entrepreneurial orientation has a positive effect on business performance. Besides the aforementioned empirical studies, several other works have established as significant positive relationship between entrepreneurial orientation and SME performance in different research contexts. Based on aforementioned empirical studies we therefore advanced the following proposition:

*Proposition 1:* Entrepreneurial orientation will be positively related to SME performance.

### **2.2 Entrepreneurial Learning as a Mediating Variable**

What is the fundamental mechanism behind the influence of entrepreneurial orientation on SME performance? One possible answer to this research question lies in the realm of entrepreneurial learning. Entrepreneurial learning has been defined as “the process by which people acquire, assimilate, and organize newly formed knowledge with preexisting structures-and how learning affects entrepreneurial action” (Holcomb et al. 2009). From a conceptual point of view, Politis (2005) suggested that entrepreneurial learning is an experiential process where enterprising persons continuously develop their entrepreneurial knowledge throughout their professional lives, thereby improving their business performance. This conceptual argument is also supported by experiential learning theory (Kolb 1981). According to experiential learning theory, a firm that could enhance its performance by acquiring, assimilating, and organizing newly formed knowledge with preexisting structures (Holcomb et al. 2009).

Accordingly, in line with theory and few extant researches (e.g., Zhang 2012, Leiva et al. 2014, Palacios-Marqués et al. 2011, Deakins and Freel 1998), we proposed that based on entrepreneurial learning might play a significant role in mediating the relationship between entrepreneurial orientation and SME performance. Accordingly, we proposed entrepreneurial learning to be a potential mediator between entrepreneurial orientation and SME performance for two main reasons. First, our argument is based on the work of Leiva et al. (2014) who established a significant and positive relationship between entrepreneurial learning in new firms' performance. This reasoning is also consistent with Deakins and Freel (1998) who argued that entrepreneurial learning is an important consideration in growth process of SMEs. Second, we argued that entrepreneurial learning represents a fundamental reason why entrepreneurial orientation influences SME performance. Specifically, entrepreneurial orientation will be related to business performance through organizational learning. Thus, we argued that entrepreneurial orientation will initiate organizational learning ability which will subsequently lead to superior SME performance. Based on this logical explanation and prior research, we advanced the following propositions:

*Proposition 2:* Entrepreneurial learning will mediate the positive relationship between entrepreneurial orientation and SME performance.

### 3. A Proposed Conceptual Model

A conceptual model, which builds on resource based view (1991), as well as extant empirical studies, such as Pearce et al. (2010), Wang (2008), Zhang and Zhang (2012), and Deakins and Freel (1998), among others, is depicted in Figure 1. In this proposed model both entrepreneurial orientation and entrepreneurial learning are viewed as firm's unique, valuable, rare, imperfectly imitable, and, strategically non-substitutable, which serve as a source of a sustained competitive advantage. The conceptual model further suggests entrepreneurial orientation as an independent variable explaining SME performance, which has been casted as the dependent variable. Finally, the model suggests that the fundamental mechanism (potential mediating variable) behind the link between entrepreneurial orientation and SME performance is the entrepreneurial learning

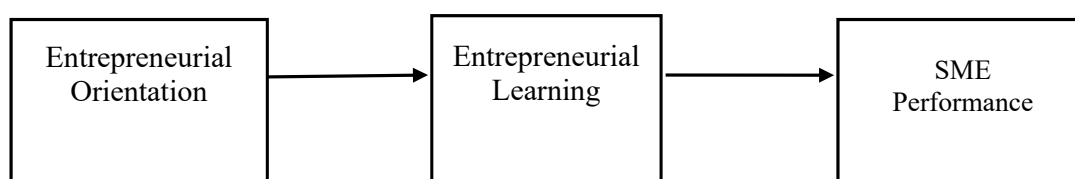


Figure 1: Conceptual Model

### 4. Managerial Implications

This paper proposed entrepreneurial learning as a potential mediating variable in the positive relationship between entrepreneurial orientation and SME performance. Based on the synthesis of extant literature, some few managerial implications need to be discussed. First, the paper provides an important insight into why and how entrepreneurial orientation could enhance the overall performance of SMEs. Second, the paper would serve as a blueprint for the policy-makers and practitioners in formulating vital policies that could assist and help in improving the overall performance of SMEs. Specifically, this paper suggests that managers of SMEs require working alongside strategic business units, including marketing and quality assurance departments to map out and implement entrepreneurial strategy that help in

promoting customer satisfaction and firm performance (Lai 2003, Lai and Cheng 2005). Finally, the paper implies the need to encourage employees' involvement and participation in carrying out this strategy. This could be achieved by developing formal reward and recognition systems in order to encourage employee involvement and participation, provide feedback to the employees, as well as support teamwork (Demirbag et al. 2006).

## 5. Limitations and Further Research

A noticeable limitation of our proposed model is that it has not been tested empirically. Accordingly, empirical data ought to be collected from the field to test the propositions advanced. Currently, lack of empirical data through survey approach is a major limitation of the present work. Given this limitation, in later empirical stage, survey data rather than theoretical perspective confirm whether propositions advanced hold true or not. From methodological perspective, there is paucity of psychometric scales for measuring entrepreneurial learning. This suggests that development and validation of psychometric scales for this construct represents promising future research directions. Another limitation is that this paper is limited to only entrepreneurial learning as the potential mediating variable. Besides entrepreneurial learning, resource based view and extant empirical research suggest other potential mediators behind this relationship. Specifically, several research questions need to be address in future researches. For example: Does market-relating capabilities mediate the relationship between entrepreneurial orientation SME performance (cf. Chen et al. 2017)? Is marketing capability a fundamental mechanism linking entrepreneurial orientation - SME performance relationship (cf. Bucic et al. 2017)? Why does core business process capabilities matter in gaining superior business performance (cf. Jaakkola et al. 2015)?

## 6. Conclusion

This paper posits that entrepreneurial learning is an important mechanism through which the entrepreneurial orientation is positively related to SME performance. In conclusion, the present study has extended our knowledge of the underlying mechanism through which entrepreneurial orientation affects SME performance. The proposed model is notable because it is well grounded in aspects of the literatures on entrepreneurial orientation. Thus, relationship between entrepreneurial orientation and SME performance might be mediated by entrepreneurial learning if a survey data is collected toward testing propositions that have been advanced.

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# **Board Intellectual Capital, Board Effectiveness and Corporate Performance: Goodness of the Data**

**Seyed Taghi Pardis<sup>a</sup>, Saudah Sofian<sup>a</sup>, Dewi Fariha Abdullah<sup>a</sup> & Akbar Alem-Tabriz<sup>b</sup>**

<sup>a</sup>Department of Accounting and Finance, Faculty of Management Universiti Teknologi Malaysia, Malaysia

<sup>b</sup> Faculty of Management and Accounting, Shahid Beheshti University, Iran  
Email of corresponding author: stpardis@yahoo.com

## **Abstract**

Many factors influence corporate performance and among them, intellectual capital (IC) and corporate governance are the most important determinants. Based on the literature, the direct effect of IC and corporate governance mechanisms on corporate performance have been measured in the past several years. Nevertheless, to empirically test indirect effect of board IC and board effectiveness on corporate performance remains scant. In addition, most of the research in these areas have been conducted in developed countries. It is found that not much research has been carried out in the emerging markets of Middle-East like Iran. The purpose of this paper is to present goodness of data processes in relation to study board IC, board effectiveness and corporate performance of listed companies in Iran. The goodness of data involves screening and purifying of raw data in accordance with the assumptions of multivariate analysis. Data screening is the process of checking data for errors and correcting them before performing data analysis. The study employed census method where all listed companies in Tehran Stock Exchange (TSE) were investigated. Data were obtained through the questionnaire survey on 292 board members in TSE. Raw data were keyed into Statistical Package for Social Science (SPSS) version 22. A descriptive statistic, treatment of missing data, univariate assessment and removing of outliers, normality and multicollinearity tests were conducted. The results from data cleaning revealed a significance and the suitability of the data for multivariate analysis.

Keywords: Intellectual capital; Board effectiveness; corporate performance; Data screening

## **1. Introduction**

Corporate performance consists of a set of management and analytic processes, supported by technology, that enable businesses to define strategic goals and then measure and manage performance against those goals. It involves consolidation of data from various sources, querying, and analysis of the data, and putting the results into practice (Hagos and Pal, 2010). Complex environment competitive business world and customer expectations increase made it clear to know about weaknesses and strengths of organizations and improvement of productivity (Adjaoud et al., 2007; Usoff et al., 2002). Recognition of IC as a significant resource for creating value now dominates corporate's patterns of strategy formulation (Kaen, 2003). It is catalyst to achieve business goals and improve corporate performance (Earnest and Sofian, 2013). In addition, the board of directors with a better decision-making process could ultimately improve corporate performance (Maditinos et al., 2011). Generally, the performance of a company reflects the quality of its directors and their effectiveness. The board of director's skills, attitudes, and behaviors are the matter to improve board effectiveness in the pursuit of company success (Shen, 2005; Roberts et al., 2005). Despite the rapidly growing literature on IC and board governance, however, the gaps are still existing in the literature to examine the effect of board IC and their effectiveness on corporate performance. Further, examine the mediating role board effectiveness between the relationship of board IC and corporate performance.

This study employed a quantitative measure using questionnaire survey as the research instrument for collecting data. Before starting any data analysis in a research, it is necessary to run a preliminary exploration of data set to prove if the data were suitable for further analysis (Pallant, 2001). Data should be purified to provide meaningful and reliable results when analyzed (Hair et al., 2010). Indeed, it cannot be expected to get good models from scanty data. Even if they seem completely logical, preprocessing the data must take place before initiating training. Data screening is the main factor to be given due consideration to achieving consistency and accuracy in an analysis (Tabachnick and Fidell, 2007). The aim of this paper is to describe data cleaning process applied in determining the effect of board IC and board effectiveness on corporate performance. The second section discusses the literature review, the third section is the methodology, the fourth section presents the process of data collection, the fifth section demonstrated the response rate, and the sixth section focused on data screening and purification issues including treatment of missing data, removing outliers, normality test and multicollinearity test, and finally the conclusion.

## 2. Literature Review

There is a consensus among scholars that IC is vital to organizations to build competitive advantage (Kong and Prior, 2008; Schiuma et al., 2008), carries unconditional economic value in business (Tayles et al., 2007; Abdullah et al., 2015) and boost corporate performance (Earnest and Sofian, 2013, Pardis et al., 2016). Besides IC, corporate governance is also identified as an important factor that positively influences on corporate performance. A good corporate governance system would increase financing, reduce costs of capital, manage stakeholder interest, and foster dynamic economic growth. In fact, the board of directors as the heart of corporate governance (Gillan, 2006; Lawal, 2012), are responsible for corporate decisions and play a key role in creating value for both shareholders and other stakeholders (Tricker and Tricker, 2015). By this, directors want to ensure the implementation of company's manager strategic decisions, seek adequate and accurate information on their status and look to the future to provide promotion and improve corporate performance. Figure 1 shows the research theoretical framework of this study which is based on Payne et al. (2009), Ogbechie (2012), Zattoni et al. (2015), and Jamshidy et al. (2014) research models.

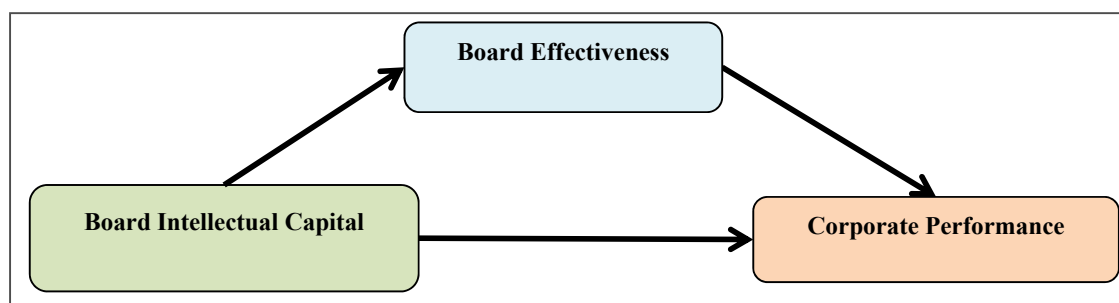


Figure 1, Theoretical Framework of the Study

The board of directors as company's ultimate decision control (Roberts et al., 2005), with high-quality members, promote their effectiveness and supports organizations to get better performance class and acquire competitive advantage (Nicholson and Kiel, 2004; Nadler et al., 2006). Therefore, a well-constructed board has a broad range of relative competencies, where power and ability to perform assigned tasks depend on the board member's intellectual capacity. The original intention of this study is to examine the effect of board IC and board effectiveness on corporate performance. Further, examine the mediating role of board effectiveness between the relationship of board IC and corporate performance.

### 3. Methodology

This study employed survey questionnaire method as the data collection mechanism (Sekaran and Bougie, 2016; Mark et al. 2009). Past studies have considered the method as the main data collection instrument (Payne et al., 2009; Machold and Farquhar, 2013; Zona and Zattoni, 2007; Minichilli et al. 2009; Minichilli et al., 2012; Zattoni et al., 2015). The aim of survey questionnaire in this study is to get perceptions on the effect of the board IC and board effectiveness on corporate performance in listed companies in TSE. Hence, to achieve the objectives of the study closed questions was used. The population was derived from listed companies in TSE. Since the target population was small, this study employed census method where all the companies in the target population have been investigated. Therefore, a complete questionnaire which included 65 items along with a cover letter explaining the general purpose of the survey and ensuring the anonymity of the response, was posted to the board members of all the 292 listed companies in TSE. Board of directors is deemed suitable respondent as they are directly or indirectly involved with company resources, financial and non-financial reports and are concerned with board activities. After data retrieval, they were keyed into SPSS version 22.0 and Smart-PLS statistical software for further analysis.

### 4. Data Collection Process

The full-scale data were collected from board members that represent the respective listed companies in TSE during July to November 2016. In the questionnaire survey, non-response bias has been considered as a major limitation of the survey. One way to reduce response bias is to obtain a high percentage of returns. To increase the response rate, several attempts were made by reminding the respondents through telephone calls and self-visits. Table 1 shows the summary of data collected survey responses.

Table 1: Summary of Questionnaire Survey

Description	Number	Percentage
Total Number of Questionnaires Distributed	292	100%
Questionnaires Not Returned	126	43%
Questionnaires Received:	166	57%
Less: Incomplete Questionnaires	14	5%
<b>Usable Questionnaires</b>	<b>152</b>	<b>52%</b>

Out of the 292 questionnaires distributed by post 166 (57%) were returned and 126 (43%) were not. However, 14 (5%) discarded because of incomplete sections, resulting in a sample of 152 usable completed questionnaires. Babbie (1990) suggested the response rate of 50% is adequate, 60% is good and 75% is very good. On the other hand, Sekaran and Bougie, (2016) and Hair et al. (2010) state that 30% response rate is acceptable for social sciences. In line with the perspective of Babbie (1990) and Sekaran and Bougie, (2016), the response rate of 52% is considered adequate for further analysis.

### 5. Rate of Response

Table 2, represents the frequencies and percentages of the demographical variables. These data show gender, age, educational background, work experience, and job position of respondents in the company board.



Table 2: Profile of Respondents

Group	Frequency	Percentage
<b>Gender</b>		
Male	152	100
Female	0	0
<b>Age</b>		
25 to 30 years old	0	0
31 to 40 years old	0	0
41 to 50 years old	138	90.8
51 to 60 years old	13	8.6
Above 60 years old	1	0.7
<b>Educational Background</b>		
Diploma	2	1.3
Bachelor Degree	72	47.4
Master Degree	62	40.8
PhD	16	10.5
<b>Work Experience</b>		
10 to 15 years	82	53.9
16 to 20 years	54	35.5
20 years and above	16	10.5
<b>Job Position</b>		
Executive Directors	32	21.1
None Executive Directors	120	78.9

All 152 questionnaires were received from male respondents. Therefore, the sample of this study was all male. In specifying the age of the respondents, the larger percentage (90.8%) of the respondents are between 41 to 50 years old, 8.6% are between 51 to 60 years old and only 0.7% of them are more than 60 years old. To introduce the background of respondents, it is important to know about the level of education of the respondents. Table 4.7, shows that most of board members (47.4%) have a bachelor's degree, and 40.8% of the respondents have a master's degree while 10.5% the respondents have PhD and 1.3% have a diploma. This indicates that the participants in this survey are mostly educated, therefore their participation has enriched the quality of the survey findings in explaining the situation of company's board of directors in listed companies in TSE. The respondents were also asked to determine their working experience. As the result, the largest percentage (53.9%) of them have 10 to 15 years of experience, followed by those that are between the range 16 to 20 years (35.5%) and 10.5% have 20 years of experience and above. In specifying the position of the respondents, 78.9% were None-Executive Directors while the remaining, 21.1% were Executive Directors.

## 6. Data Screening and Purification Processes

Data collection with questionnaire is typically loaded with some primary issues that must be addressed. However, screening and cleaning data include treatment of missing data, assessment of outliers and to confirm that the distribution of variables is normal (Meyers et al., 2006).

### 6.1 Treatment of Missing Data

Missing data, primarily result from errors in data collection which can be caused by many things. For instance, respondents may fail or refuse to answer one or more items purposefully or mistakenly (Enders,

2010). This can reduce the statistical power of a study and can produce biased estimates, leading to invalid conclusions (Kang, 2013). Most statistical procedures automatically drop cases with missing data. This means that in the end, the researcher may not have enough data to perform the analysis. There are some techniques to impute missing data include hot or cold deck attribution, case substitution, mean substitution and relapse ascription. In this study, mean substitution technique was applied to replace missing data (Huisman, 2000; Howell, 2007). The justifications behind this methodology were that it is the most widely employed/acknowledged strategy for missing completely at random. There are three missing data mechanisms include missing not at random, missing at random, and missing completely at random (Rubin, 1976; Hair et al., 2012; Soley-Bori 2013). In this study, to ensure the data were free from missing values, researcher utilized SPSS software and, hence preliminary descriptive statistic was run with the aim to discover whether missing data exist. The statistically insignificant outcome indicated that types of missing values were completely at random. In random types, Cohen et al. (2013) suggested that the missing values less than 10% is not large, therefore, can usually be ignored. However, if they are greater than 20% to 30% levels, they need to be considered. Likewise, Cohen et al. (1983) proposed that 5% or even 10% missing data on the scale is not adequate.

## 6.2 Removing Outliers

There are two types of outliers including univariate outliers an instance of a great worth on single item, and multivariate outlier's instances of an irregular grouping of abnormal values in two or more variables (Kline, 2011). Hence, the only univariate outlier was detected and remedied. For univariate detection, apart from testing box-plots and histograms, each variable was tested for the standardized z-score (Tabachnick and Fidell, 2012). There are some general guidelines which recommend inside univariate outliers a case is abnormal when the standard score for small sample size (Eighty or Less) is  $\pm 2.5$  or greater. In fact, for a large sample size (greater than 80 observations) standard score can be deliberately more than 4 (Selst and Jolicoeur, 1994; Cousineau and Chartier, 2010). As mentioned in the earlier section, the sample of this study was 152 (greater than 80), therefore a case would be an outlier when its standard score is  $\pm 4.0$  or beyond. By using SPSS software function of descriptive statistics, the data estimations of every assessment were changed to standardized score known as z-scores (Tabachnick and Fidell, 2012). The outcomes revealed the standardized z-scores of the cases for the research variables ranged from -3.936 to 2.308, which indicates that none of the items exceeded the threshold of  $\pm 4$ . Thus, among 152 cases, there is no any univariate outlier.

## 6.3 Data Normality Test

In this study, a statistical method of Skewness and Kurtosis to assess the normal distribution of data was applied. A data would be normally distributed if the values of skewness and kurtosis are equal to zero (Tabachnick and Fidell; 2001). Skewness is positive when most of the values are below the mean, negative points, showing just the opposite. Positive kurtosis suggests high peak and the negative, the opposite (Kline, 2011). Curran et al. (1996) suggested using the cutoff point less than 7 as an acceptable value for the kurtosis and skewness should be within the -2 to +2 range when the data are normally distributed (Everett, 2013). Kline (2011) pointed out that skewness values should be lower than 3 and kurtosis values should be lower than 10 for each item. The absolute value of Skewness greater than 3 and Kurtosis value greater than 10 may indicate a problem, and values higher than these are problematic. In this study, skewness and kurtosis were employed to assess normality of the data. The skewness and kurtosis values for all 65 items were computed using SPSS software. It can be concluded that the data set of all items were well-modelled by a normal distribution. However, the Smart-PLS a robust statistical technique will be used for further statistical analysis, which is not require meeting all the assumptions about the normality of the data distributions (Hair et al., 2013; Henseler et al., 2009). This statistical

software transforms non-normal data in accordance with the central limit theorem (Hair et al., 2012).

#### 6.4 Multicollinearity Test

There are two forms of multicollinearity test which include determine the bivariate and multivariate relationship matrix and computing the variance inflation factors and tolerance impact (Tabachnick and Fidell, 2012). The tolerance effect specifies the inconsistency identified by endogenous construct, while variance inflation factors are the inverse of tolerance effect. If the value of tolerance is less than 0.1 and, simultaneously, the value of variance inflation factors 10 and above, then the multicollinearity is problematic (Cooper and Schindler, 2003; Hair et al. 2010). Hair et al. (2010) remarked that multicollinearity exists if the correlation between independent variables is 0.9 and greater. Meanwhile, Pallant (2010) stated that the correlation value above 0.7 as a threshold for multicollinearity among independent variables. In this study, multicollinearity was tested first by examining correlation matrix and secondly by tolerance and variance inflation factors level for the independent variables. Pearson's correlation has been utilized to calculate bivariate correlation matrix. The correlation analysis in Table 3 shows the significant correlation among the independent variable in the main model. The result demonstrates that all the correlation values between the variables were within 0.9 (Hair et al., 2010; Pallant, 2010). It is, therefore, concluded that there is no problem of high correlation among the variables.

Table 3: Pearson's Correlation for Observing Multicollinearity

Description	BHC	BSPC	BP	BTP
Board Human Capital (BHC)	1			
Board Spiritual Capital (BSPC)	0.634**	1		
Board Process (BP)	0.597**	0.676**	1	
Board Task Performance (BTP)	0.610**	0.704**	0.617**	1

\*\*Statistically significant at 10 percent significance level.

Secondly, multicollinearity was tested through examination of tolerance and variance inflation factors using regression results provided by the SPSS collinearity diagnostics result. As recommended by Hair Jr et al. (2010), tolerance and variance inflation factors are the most important and reliable test of multicollinearity. Table 4, shows that the tolerance ranges between 0.385 and 0.515 substantially greater than 0.1 and variance inflation factors ranges from 1.943 and 2.599. Therefore, it is accepted as being less than 10. The result also revealed that multicollinearity does not exist in this study since tolerance values are above 0.10 and variance inflation factors values is below 10.

Table 4: Calculation of Tolerance Effect and Variance Inflation Factors

Description	Collinearity Statistics	
	Tolerance	VIF
Human Capital	0.515	1.194
Spiritual Capital	0.385	2.599
Board Process	0.475	2.102
Board Task Performance	0.441	2.267
a. Dependent Variable: Corporate Performance		
VIF: variance inflation factors		

## 7. Conclusion

This paper presents the board IC, board effectiveness and corporate performance goodness of data which involved different processes to achieve the purpose of the study, the processes includes data collection process, the presentation of the response rate of the respondents which is quite impressing as an adequate response rate of 52% has been achieved. The issue relating missing data, assessment of outliers, normality and multicollinearity tests have also been discussed in the paper. The result of the analysis revealed the significance and the suitability of the data for multivariate analysis.

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# CLIENT'S PERCEPTION OF FACTORS CONTRIBUTING TO PROJECT DELAY: CASE STUDY OF PROJECTS COMPLETION IN MULTIMEDIA UNIVERSITY

**Maliza Mohd Nor<sup>a</sup>, Nurshamimah Samsuddin<sup>a</sup>, Masri Sulaiman<sup>b</sup>, Aini Qamariah Mohd Yusof<sup>c</sup>,  
Shahariah Osman<sup>c</sup>**

<sup>a</sup>Multimedia University, Malaysia

<sup>b</sup>Honda Malaysia Sdn. Bhd., Malaysia

<sup>c</sup>MARA University of Technology

Email of corresponding author: maliza.nor@mmu.edu.my

## Abstract

For a company to grow, the construction industry is one of the industry that plays a major role in the economy by giving contribution of employment opportunity and financial support. As globalization is concern, delays in the construction industry is a global phenomenon. Delay is defined as the extended time beyond completion date stated in a contract. Delays can be eliminated and minimized only when their causes or factors affecting delay are identified. This study presents findings of a survey aimed at identifying the most important causes of delays in construction projects from the viewpoint of clients in Multimedia University. This research focused on clients's perception towards the factors contributing to project delay. There are six causes of delay were identified during the research. Based on the literature review, questionnaire is distributed to the respondents who are clients for Multimedia University and a total of 150 responses was set as the target based on the sample size. Top three common causes of delay been identified and with the used of SPSS, the results show significant relationship between the project delay and clients perceptions.

Keywords: Project delay, construction industry, client's perception

## 1. Introduction

According to (Owolabi, et al., 2014) delay is one of the common serious dilemma construction of project. Delay in project completion is defined as where the project could not be done in a promised time period given (Ali, Smith and Pitt, 2012). Aibinu and Jagboro (2002) found that delay is a situation where both of the contractor or the client together has responsibility toward to the delay in project completion within the original agreed contract period. In (Alaghbari et al., 2005) explained that construction delay is one of the most typical, costly, complicated and uncertain problems occurs in construction projects.

The construction industry is one of business that contributes to the Malaysian economic. The construction sector contributed 5 per cent to the nation's gross domestic product (GDP) (Lindsay, 2012). In the Malaysian construction industry, 17.3% of construction projects experience more than 3 months delay and some of them are abandoned. Hence, the study of factors contributing to delay is incredibly vital in order to cut down the number of projects that experience delay in project delivery (Ali, Smith and Pitt, 2012). Thus, the purpose of this study is to assess the factors influencing delay in project completion. The various factor influencing delay in project completion is break into 4 category which namely contractor's factors, resources factors, external factors and client factors.

## **1.1 Problem Statement**

Delay in the construction project is caused by several factors. Some of which are within the owner's responsibility and the contractor's responsibility. The overlapping nature of the events makes it difficult to discern what proportion of the overall delay is which party's responsibility (Arditi and Gurdamar, 1985). According to (Alkass and Mazerolle, 1996), the contract time, which can be defined as the maximum time allowed for the contractor to complete all work specified in the contract documents, is one of the most important aspects of the entire construction process. Associated delay problems can also result in dispute, arbitration, litigation, total abandonment and protracted litigation by the parties. To some extent contract parties, through claims, usually agree upon the extra cost and time elongation associated with delay. The effect of delay is different for different parties involved in the project although the common problem is the loss of time, money and facility. To the owner, delay means the loss of revenue through production facilities and rentable space not being yet available or continuing dependence on present facilities. To the contractor, delay means the loss of money to be able to continuous pay for the equipment and the persons hired on daily wages. Additionally, the contractor's running capital is tied up and other projects cannot be pursued. To the public it means that buildings and facilities are not available for use as planned. The service revenues lost through delay cannot be recovered (Odeyinka and Yusif, 1997). Most projects incur increased costs when completed later than planned. Additionally, sometimes the structure of become worn out and many of their parts need to be re-done before the end of the construction. Overall the delay occurs due to several factors but any way it affects over the entire project. Due to delay the conflict may start and the contractor claims for the additional payments which is not easy to resolve it. Hence, a detailed investigation will be conducted to figure out the factors affecting delay in project completion.

## **1.2 RESEARCH OBJECTIVES**

- a) To identify factors that contribute to delay in project completion
- b) To analyse and rank the causes of delay rated by clients
- c) To study the effects of delay in project completion

## **1.3 SIGNIFICANT OF THE STUDY**

Through this research, it will contributes and add in the vital knowledge in construction industry. First, there are numbers of research had been conducted in Malaysia on this issue, however it still did not solve yet. There are numbers of abandoned building and the delay effected many parties that involved. Therefore, this research is conduct in order to identify the factors that contributes to the delay in project completion in Malaysia. By publishing this research in future, the information gathered can be utilized by the many parties involved to reduce the issues.

This research may give impact to ensuring the contractors and workers completing project on time. In another hand, this may save time and cost of construction project if the causes of delay been identified. It will help the contractors or the client to have their project done in time by knowing which the factors are causing delay and look into the problem. The findings of the study will able to help the construction industry grow rapidly and become one of the most GDP contributed to Malaysia economy. Besides that, identify the most important factors affecting delay in project and figure out some alternatives toward this problem. After the factors affecting delay been identification, proper conclusions and suggestion to help eliminate such delays are explained for in details. Even we can't eliminate the total delay but still could minimize the delay activities affecting the project (Shaikh, Muree and Soomro, 2010).



## 2.0 LITERATURE REVIEW

Delay in project normally because of different types of factors and it usually give a bad impact on the cost and also time. In Indonesia construction industry, despite the influenced by labor only ,factors such as equipment, materials, construction methods, site management and professional management were also contributed to the delay in project (Alwi, 2002). A deep study was conducted to investigate into the causes of delays on 130 public projects in Jordan was conducted by (Al-Momani, 2000). This study included investigation on residential, office and administration buildings, school buildings, medical centers and communication facilities. Finding of this study pointed the main factors of delay are poor design, user changes, weather, site conditions, late deliveries, economic conditions and increases in quantity. Besides that, (Hampson, et al., 2001) stated that destructive conflict resolution direct to more higher costs and delays in completing project on time. Likewise, (Chan and Kumaraswamy, 1997) study found out that the five principal and common reasons of delays are poor risk management and supervision, unpredictable site conditions, slow in decision making, client-initiated variations, and necessary alternative of works. There were numbers of variables found that could cause delay and been categorized under that broad factors namely contractors factors, external factors ,client factors and material factors were selected from the literature review. In this study, on contractor's factors would be discussed. The contractor's factors are divided into 6 element which are financial difficulty, poor site management, and materials shortage, late delivery of material, labor shortage and equipment shortage.

Zagorsky (2007) stated that the definition of financial difficulty is in a situation where an individual credit is adversely affected, such as not paying bills. Contractor's financial difficulties are also explain as when the contractor did not have sufficient money to perform work in construction process. This includes paying the cost for the materials, labor's salary and equipment to be used in the project. According to the study found by (Thornton, 2007), it is identified that slow collection, low profit margins and insufficient capital or excessive debt are the 3 vital causes of financial difficulties among contractors. Slow collections ranked top in the list in both of the years in 2007 and also 2005, in which the contractor received late payment from the client. This is supported by (Arditi, et al., 1985; Mansfield, et al., 1994; Majid and McCaffer, 1998; Al-Khalil and Al-Ghafly, 1999; Frimpong, et al., 2003; Arshi and Sameh, 2006; Assaf and Al-Hejji, 2006; Sambasivan and Yau, 2007) who found that delay in payment from the client would eventually cause financial difficulties to the contractor. Result in most of the construction works cannot be carried out due to these financial difficulties.

Effective and efficient site management by contractors is very important to ensure projects are completed on time. Poor coordination contributes to delay from estimated completion time. Poor site management may occur when contractors do not have enough experience and suffer from a lack of knowledge in managing the project team (Kadir, et al., 2005). Hence, poor site management from the project manager will affect the whole team and also the progress of works, resulting in the eventual outcome of project delay. This view is supported by studies conducted by (Arditi, et al., 1985; Augustine and Mangvwat, 2001; Arshi and Sameh, 2006) who concluded that poor site management is one of the factors that contribute to delay in construction projects.

According to (Majid and McCaffer, 1998), material shortages are due to poor materials planning, inefficient communication, unreliable suppliers and late delivery. Mochal (2003) stated that poor planning is mistake number one in project management. This is reflected in the scenario in which poor materials planning from the contractor could lead to material shortage because the materials needed for construction may not be available within a certain time frame.

There are several causes of labour shortages. As stated by (Trendle, 2008), a shortage of skilled labour

can result from an increase in the demand for labour. This is due to the increase in demand for the goods or services provided. In the construction industry context, the buying power of the consumer increases and this will lead to higher quality buildings being produced to meet increasing demands. Thus, more labours are required to produce high quality work.

### 3.0 RESEARCH METHODOLOGY

In this chapter, it will emphasize on the research questions, framework, data collection methods and data analysis methods.

#### 3.1 RESEARCH QUESTIONS

- a) What are the factors that contribute to delay in project completion?
- b) What are the effects of delay in project completion?

#### 3.2 RESEARCH FRAMEWORK AND HYPOTHESIS

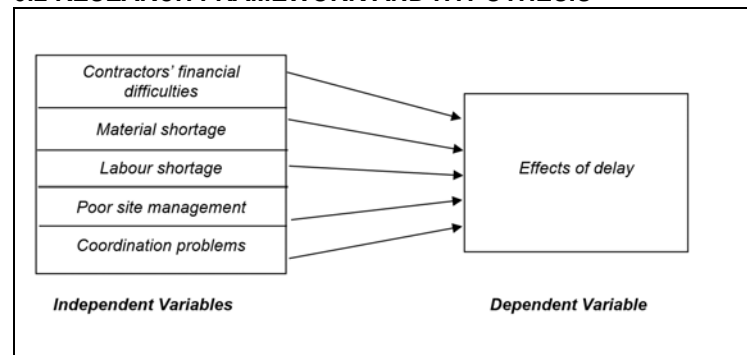


Figure 1: Research framework

- H1: The contractors may have financial difficulties that leads to delay in project.  
 H2: Material shortage may leads to delay in project completion.  
 H3: Labour shortage may leads to delay in project completion.  
 H4: Poor site management may leads to delay in project completion.  
 H5: Coordination problems may leads to delay in project completion.

#### 3.3 DATA COLLECTIONS METHOD

In this research paper, primary data will be collected by way of the questionnaire from the respondents. To observe the factors that affect the delay in project completion, survey method is used. It is the most simplest and low-cost way to use to gather primary data. It is more convenience and ensure better understanding the on the factors affecting delay in project.

#### 3.4 DATA ANALYSIS METHOD

Statistical Package for the Social Science (SPSS) is used to ran the analysis of survey that been completed by 150 respondents. Thus, Statistical Package for the Social Science (SPSS) will do the statistical data analysis like calculated the descriptive measures. Correlation analysis and regression analysis will be examined for those data was collected.

### 4.0 FINDINGS

In the previous chapter, the information of the research method used in this research study is performed and the results of the data analysis are presented in this chapter. A total 150 sets of surveys questionnaire had been distributed to all contractors, suppliers, sub- contractors and vendors of Multimedia University.

This study has 150 sets of data to be analyzed.

## 4.1 MODEL SUMMARY

### 4.1.1 Reliability Analysis

Table 1: Summary of Reliability Test

Variables	No of items	Cronbach's Alpha
Contractor's financial difficulty	4	0.864
Material shortage	4	0.825
Labour shortage	4	0.946
Poor site management	4	0.851
Coordination problems	4	0.795

Table 1 summaries the value of Cronbach's Alpha for each variables. The value of Cronbach's Alpha for labor shortage is the highest which is 0.946 and above 0.7 thus shows that the variable has very good reliability. In this study, the independent variables have good reliability because the Cronbach's Alpha of these variables is more than 0.7. The least value of Cronbach's Alpha is the coordination problems which is 0.795 but it is also higher than 0.7. Therefore, both of the dependent variable and independents variables are reliable to be used for this study.

### 4.1.2 Pearson's Correlation Analysis

Table 2: Pearson's Correlation Analysis

	CFD	MS	LS	PSM	CP	ED
CFD	1					
MS	.848**	1				
LS	.590**	.833**	1			
PSM	.796**	.730**	.513**	1		
CP	.530**	.791**	.844*	.619**	1	
ED	.556**	.791**	.844**	.619**	.888**	1

Table 2 showed the results of means, standard deviations and correlation analysis of study variables. An analysis of the correlation for the relationship between dependent variable and the independent variables i.e. financial difficulty ( $r = 0.556$ ,  $p < 0.01$ ), poor site management ( $r = 0.619$ ,  $p < 0.01$ ), material shortage ( $r = 0.791$ ,  $p < 0.01$ ), labour shortage ( $r = 0.844$ ,  $p < 0.01$ ), coordination problems ( $r = 0.888$ ,  $p < 0.01$ ) and effect of delay in project are revealed statistically significant and positive correlation.

## 5.0 CONCLUSION

The independent variables are tested in this research are significant due to the all  $r$ -value all within range. Thus, all variables have a great effect towards delay in project completion.

### 5.1 LIMITATION OF STUDY

There were some limitation in this study because the questionnaire used a convenience sampling method therefore the sample could not be treated as representative of all contractors from different campuses. Next limitation faced in conducting this research is the sample size of respondents are only consisted of 150 contractors. Data was collected from only one campus which is Melaka Campus. Thus, it cannot represent the all the view of contractors in other campuses.

### 5.2 RECOMMENDATION

Perhaps for future research, researcher could expand the sample size and cover respondent from another campuses to obtained more accurate data. Besides that, questionnaire should be prepared in multiple language to help the better understanding for the respondent.

## 6. ACKNOWLEDGEMENT

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# ANALYSING THE ROLE OF CORPORATE SOCIAL RESPONSIBILITY IN DETERMINING FIRM VALUE

Musa Usman Kabir, Norhani Aripin & Redhwan Ahmed Ali Al-Dhamari  
School of Tunku Puteri Intan Safinaz School of Accountancy (TISSA), UUM College of Business (COB),  
Universiti Utara Malaysia.

## Abstract

*Business entities are basically established to maximize wealth in order to create additional value for their owners. The concept of corporate social responsibility presupposes that corporate bodies should not only be concerned with shareholders wealth maximization but should equally care for the need of other non-investing stakeholders. Hence, to ensure long-term value for corporate firms, attention should be tailored at satisfying the needs of both investing and non-investing stakeholders. Stakeholder's welfare in overall enhanced corporate valuation. This paper highlights the stakeholder's theory as the underpinning theory of the study.*

Keywords: Corporate Social Responsibility, Stakeholder Theory, Firm Value.

## 1.0 INTRODUCTION

The concept of corporate social responsibility (CSR) and organizational value remained an area of interest due to the little understanding of the medium through which CSR influences the value of the firm (Servaes, & Tamayo, 2013). According to Margolis and Walsh (2001) methodological concern presupposes the unclear nature of the perceived relationship between corporate social responsibility and firm value. Servaes and Tamayo (2013) emphasised model misspecification as the specific nature of the methodological concern. In view of the above, corporate social responsibility becomes an important consideration in determining firm value. Lincoln (2017) observed that corporate social responsibility is significant to corporate value through aligning diverging interests of stakeholders in achieving firm value.

According to The World Business Council, corporate social responsibility is defined as “*the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as the local community and society at large*”. Therefore, for an overall economic development to be achieved that will improve the valuation of firms, there is need to consider the interest of the entire stakeholders by analysing the contribution of corporate social responsibility in determining the value of firms.

## 2.0 STAKEHOLDERS THEORY: OVERVIEW

This theory encapsulates the basis of recognizing stakeholders that constitute the outside socio-political and economic forces for the firms. This is done through stakeholder power (Ullmann 1985) that influence firms and management in their actions. According to Roberts (1992) power is a function of the stakeholder's extent of control over resources required by the firm. Gray, Dey, Owen, Evans and Zadek (1997) maintained that stakeholder control may originate from economic and legal sources. A stake is defined as “a thing of value, some form of capital, human, physical or financial, that is at risk, either voluntarily or involuntarily”. Clarkson (1998) defines stakeholders as “*those persons or interests that have a stake, something to gain or lose as a result of firm's activities*”.

Stakeholders include shareholders, investors and customers (who provide funds) and employees, host community (original dwellers of a locality) and suppliers who provide services/materials (Clarkson 1998; Morard & Balu 2009; Jiao 2010). However, the government are considered as an important stakeholder because of their direct interest on the activities of corporate firms. As stated, the stakeholder's theory is used to explain the practice of considering the entire parties in the business process for the purpose of

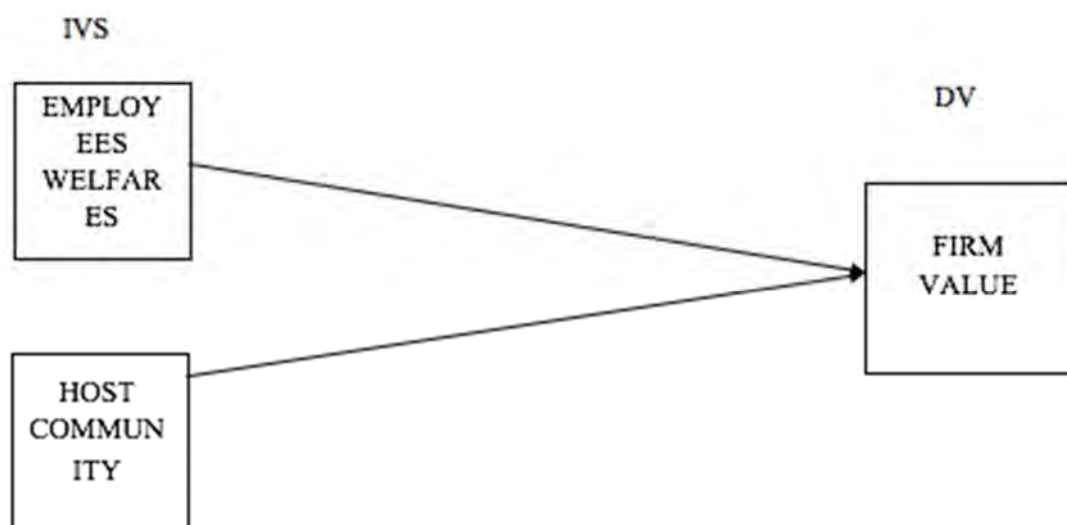
determining the value of firms for decision making.

The demand for additional information by the various stakeholders of the firms has been driven by the increasing popularity of stakeholders (Boesso & Kumar 2007). Overall, firms can provide all relevant information in their annual reports to enhance the firm's reputation and value in the eyes of its stakeholder's (Hassan & Marston, 2010). However, it is better to emphasize that the idea to create value for shareholders should be management's top priority. Therefore, firms can deliver the best value to their shareholders only if they deliver value to all their stakeholders (Morard & Balu 2009).

### 3.0 METHODOLOGY

Conceptually, the framework foresees the role of corporate social responsibility as a determining factors in enhancing the value of a corporate firm. The available empirical evidences support welfare of the employees and the role of the host community as measures of corporate social responsibility in determining firm value (Lincoln 2017). Therefore, employees welfare and host community are considered as the antecedents variables in analysis firm value as the outcome variable. According to Dahlsrud (2008) the CSR definition given by the World business council recognized employees and host community as the primary focus of CSR practices.

### 4.0 CONCEPTUAL FRAMEWORK OF STAKEHOLDERS THEORY



### 5.0 DESIGN OF THE RESEARCH

The secondary source of data is presumed to be used. This source of data considered archival source as means of data collection. According to Jiao (2010) expenditure on human capital development can represent the welfare of the employees while firm goodwill is considered as measure of host community. However, to measure the value of the firm, the economic value added will be used (Vaia, Bisogno, & Tommasetti, 2017; Bhasin, 2013).

For data collection technique, study will adopt the purposive/judgmental sampling technique. This is because specialized informed inputs' on the subject matter are vital and using other sampling designs may likely undermined these specialized information. The focus of the paper is the manufacturing firms

because Nigeria manufacturing firms are facing declined in the level of investment (Adesina, & Ikhu–Omoregbe, 2015) due to problem associated with value determination.

## 6.0 CONCLUSION, RECOMMENDATION AND FURTHER RESERACH

The underperformance of the Nigerian manufacturing sector in relation to its contribution to GDP growth (Adofu, Taiga, & Tijani, 2015) presupposes the redirection of this paper to the contribution of corporate social responsibility. It serves as a basis of enhancing the value of firm for investment purposes. This is because manufacturing firms are considered to be significant pillar of economic growth and development (Oluwagbemiga, Olugbenga, & Zaccheaus, 2014). Additionally, according to Tajudeen (2004) valuation and income measurement constitute a major problem in determining firm value in Nigeria.

Corporate social responsibility relationship with firm value have given mixed findings. For example, Jiraporn, Chintrakarn, Davidson and Jiraporn (2016) reported that firms that are socially responsible benefits significantly by having a higher firm value. In the same vain, Su, Peng, Tan and Cheung (2016) indicates a positively significant relationship between CSR practices and firm value. However, CSR engagement can be perceived as insincere gesture, which could create social irresponsibility for practitioners (Lenz, Wetzel, & Hammerschmidt, 2017). Nonetheless, nonparticipation from CSR or CSR engagement may be ill-advised in terms of firm value effects. Furthermore, the relationship between CSR and firm value is more significant in an underdeveloped capital market from empirical evidences.

Findings from underdeveloped economy like Nigeria will shield more light on this areas of study. In addition, subsequent research need to focus attention on the contributing factor of employees and host community on firm value determination.

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# **Fiscal Analysis and Governance of the City Council of Penang Island 2002-2011**

**Nagathisen Katahenggam**

Taylor's University

Email of corresponding author: nagathisen@gmail.com

## **Abstract**

Local governments make up the tier of governance that is closest to the masses. The inability of local governments to be financially secure was one of the reasons that saw the reorganization of local councils in Malaysia in 1976. Currently, there are still several councils that struggle with budgetary constraints, hence allowing for the federalization of certain functions of the local government. This paper looks into the financial position of Majlis Bandaraya Pulau Pinang for the duration of 2002-2011 based on an analysis of the council's Annual Reports. A general trend analysis on revenue and expenditure is employed in this study. Additionally, the rationale for certain expenditure and causes for reduced revenue are also elaborated. Assessment of the financial reports shows a surplus budget is achieved by the council for the duration of the study. Methods such as Public-Private Partnership and collaborative governance is also seen to be stabilizing factors that aid in improved budgetary management. Also noted, the expansion of the role of MBPP regarding the governance of George Town World Heritage Site and the requirement for a paradigm shift in the governing model of the council is also addressed. Moreover, a political shift in the management of the council is also noted to be a factor in its financial health.

Keywords: Fiscal Analysis, MBPP, Budget

## **1. Introduction**

The Malaysian administration system has three tiers with the local government administering smaller portions of territories. The financial capacity of all the local units differ based on the location and the level of urbanization. Majlis Bandaraya Pulau Pinang encompasses the island of Penang, result of a merger between the City Council of George Town and the Penang Rural District Council. Under the Constitution of Malaysia, local government comes under the state control although there are coordinating bodies between the state and the federal government. Also, local councils are empowered to handle their own financial affairs through taxation and grants are provided from the federal or state coffers. Moreover, local governments in Malaysia vary in terms of financial independence and dependence on other tiers of government.

Under the Local Government Act 1976 (Sec V), local councils are empowered to collect taxes, impose charges and provide chargeable services. The act allows local governments to impose quit rent, parking charges and issue licenses for hawkers and businesses. Allocations are to be spent on services offered by the council that includes road lighting, roadwork, market and community halls.

Shortcomings in budgetary process in government expenditure remains an issue that is often debated. Public fiscal management is comprised of three main components, allocation, distribution and stabilisation (Allen, Hemming & Potter, 2013). Essentially, allocation and distribution are steps where resources are attained from various governmental functions and the process of disbursement of resources

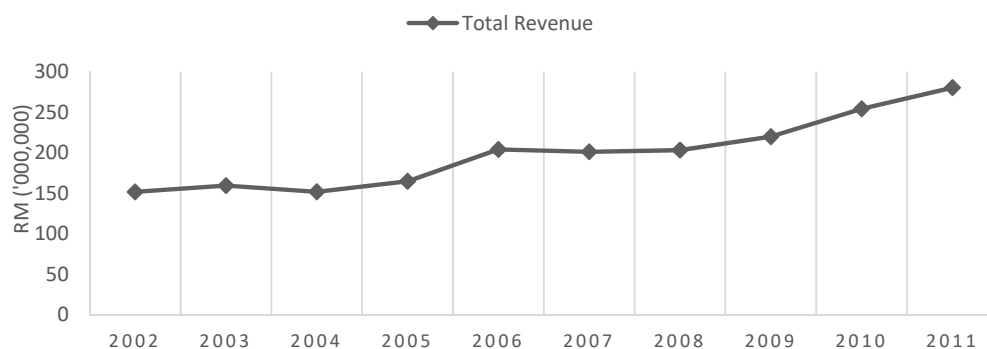
towards the management and development of economies. Meanwhile, stabilization gears towards achieving a semblance of balance in fiscal cycles and preventing large deficits or high debts to maintain sustainable economic growth.

Public fiscal management should not be relegated to bookkeeping of revenue and spending, instead it should be a comprehensive policy that sets the rules for budgetary spending (Cangiano, Curristine & Lazare, 2013). Incrementalist nature of public spending spurred by increased social spending further constrain efforts to achieve a balanced budget. Local governments do benefit from infrastructural spending although it may not be quantified directly (Hanis, Trigunarsyah & Susilawati, 2011). Investments in a public use hall or expansion of roads would indirectly increase the economic value of the area, creating a chain effect for the entry of new business that would in turn increase tax receipts for the government. Kaganova & Nayyar-Stone (as cited in Hanis, et al 2011) noted that public property wasn't viewed as a potential revenue contributor until the 1980s. This changed whereas local government assets in Malaysia, namely convention centres, halls and stadiums are rented out for private use with significant return.

## 2. Annual Report Fiscal Review

### 2.1 Analysis on revenue

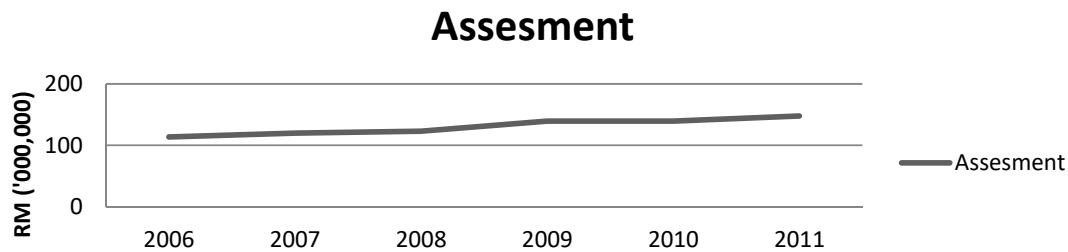
**Graph 1.** Total Revenue received by MBPP (2002-2011)



Source: MPPP Annual Report, (2002-2011)

Secretariat was the main unit of administration of the council, there is a clear reduction of income in 2005 as compared to the revenue in 2002. The fluctuations of revenue occur because prior to 2005, MBPP annual budget reporting does not differentiate between revenue and non-revenue income. The revenue under Secretariat includes grants and allocation provided by both the state and the federal government and varies depending on the need. The issuance of licenses for the council contributed to increased revenue for the council, with a boost of income at over 35% in 2005 compared with 2003. The surge in collections is in tandem with a higher number of applicants for the council's licenses that includes billboards, small trader license and licenses for entertainment outlet. The council reported over 1280 application for licenses in 2005.

**Graph 2. Assessment and Contributions received by MBPP (2006-2011)**

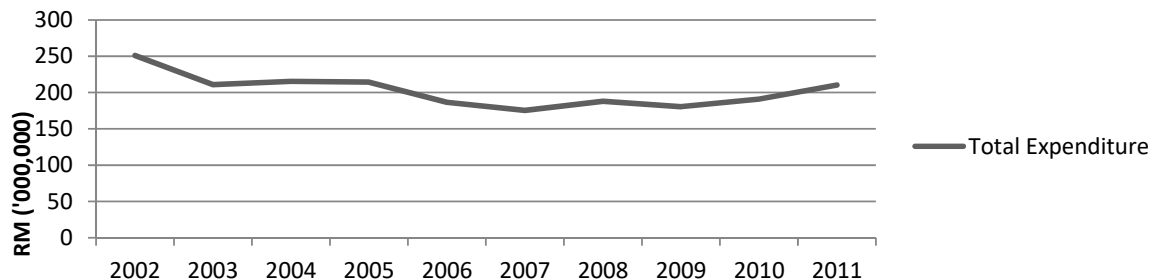


Source: MPPP Annual Report, (2006-2011)

Reorganization of the structure of MBPP commenced in 2005 and financial reporting were broken up into three parts, Rates Revenue, Non-Rates Collection and Non- Revenue income. The annual report uses the same guideline in providing the revenue from 2005 till 2011. Income from assessment rate retains the top spot as the biggest contributor to the coffers of MBPP. Assessment rates differ according to the types of land and building and is based on the estimated gross annual rental rate and is payable bi-annually. The highest assessment rate is imposed on golf tracks and racehorse tracks, at 10.30%, of which there are one of each within the jurisdiction of the MBPP. Based on Graph 2, income from Assessment rate saw a slight increase from 2006 till 2008, this is congruent with Penang's GDP growth rate that slowed down from 10.8% in 2006 to 5.5% in 2008 (Ong, 2015). Stagnation in assessment rate revenue is apparent for the period of 2009 up till 2010 due to a contraction in the state's GDP during that period. Penang experienced a negative growth rate of -10.5% in 2009 due to a global economic slowdown. The manufacturing sector downsized operation and many supporting industries closed due to decreased demand (Ong, 2015).

## 2.2 Analysis on expenditure

**Graph 4. Total Expenditure for MBPP (2002-2011)**



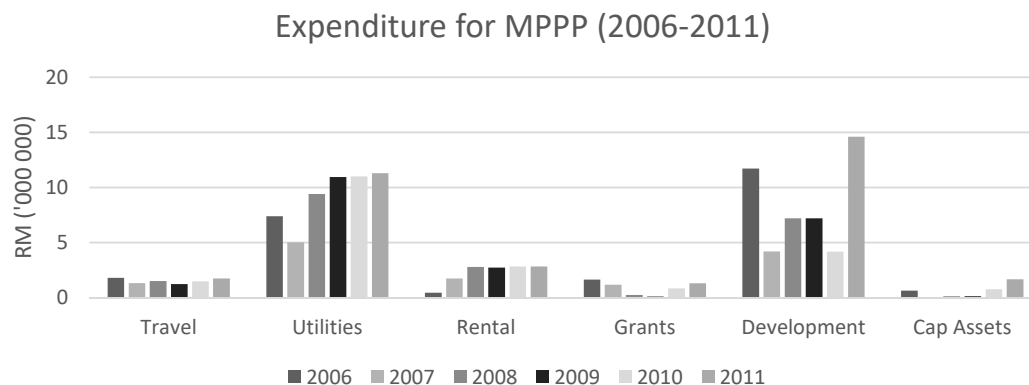
Source: MPPP Annual Report, (2002-2011)

Annual trend for spending sees a downwards movement with slight increases over the duration of the study. There's a prominent reduction in expenditure from the year 2003-2007 although a slight increase is observed from 2008 onwards.

MBPP recorded increased spending on most field except for the Department of Valuation and Town Planning. The spending for health, that includes fogging, education on health and veterinary section increased by RM 17 million from the spending in 2002 compared to what was expended in 2005. The

increase in spending can be linked with increased demand for health education and higher emphasis on food preparation cleanliness. Allocation for the Department of Town Planning increased from RM 2.14 million in 2002 to over RM 167.6 million in 2005. The increased spending is due to the transfer of the council's Landscape Unit in 2004 to the Town Planning Department. Higher budgetary allocation was also due to the introduction of the e-LAMs project (Electronic Local Authority Management System) by the council in 2005 (MBPP, 2005).

**Graph 4. MBPP Expenditure 2006-2011**

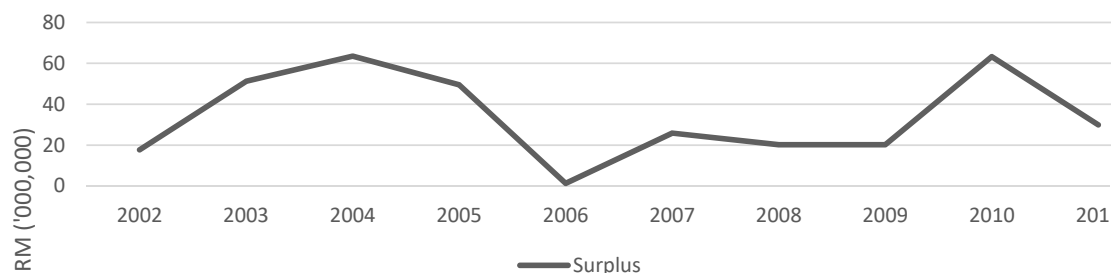


Source: MPPP Annual Report, (2006-2011)

MBPP spending for the duration of 2006-2011 focused on remuneration, spending on utilities and development. Expenses paid out for utilities that includes electricity and other services used by the council has seen an upwards trend every year although the year 2007 saw a reduction of spending. In 2011, the council paid over RM 113 million on utilities alone. A major portion of expenditure went to development, this includes the building of new halls, the creation of mini pocket parks within the city and refurbishment of markets and hawker centers. 2011 recorded the biggest spending on development with a particular emphasis on greening Penang.

### 2.3 Budget performance

**Graph 5. Budgetary Surplus for MBPP (2002-2011)**



Source: MPPP Annual Report, (2002-2011)

The budget for MBPP spanning the 10 years used in this study shows a surplus every year. Excess from spending fluctuated yearly with the highest surplus recorded in 2004 and 2010 at RM 64 million respectively while the year 2006 saw a surplus of RM 12 million. A big dip in balance of spending

is observed for the period between 2004 and 2006. The reduction is analogous with the decrease in revenue observed in many departments of MBPP from 2005 to 2006. While there exists a reduction of income by department, the total revenue during the period shows an upward movement. In reality, revenue and spending are not synchronously related. Reduced surplus does not equate to reduced revenue (Vanita Agarwal 2010), MBPP would have implemented expansionary budget in 2004 while being more conservative in spending in the years where the surplus was bigger. A contraction in revenue may even lead to higher spending by way of deficit budgeting as has been applied by MBPP in its budget for 2015 (The Star, 2014).

### 3. Discussions

MBPP maintains a budget surplus throughout the ten-year period selected for the study. The council managed to evade a deficit budget based on sound management and conservative spending ethics. As a council in an industrial state, it manages to gain higher return of revenue comparable with Majlis Bandaraya Petaling Jaya (MBPJ) which returned a revenue of RM 277 million in 2011 while MBPP received RM 280 million for the same period (MBPJ, 2012). MBPP's surplus budget streak ended in 2015 where the council is expected to run a deficit budget of RM 89.26 million (TheStar, 2014). Demands for investments in development and maintenance sees the need for a deficit budget although the council's savings is enough to maintain the overspending. Previous budget surplus may be attributed to a lower spending threshold for Development Expenditure, in 2011, it only made up 7% of the total spending of the budget. While this helped the council to spend conservatively, investments in infrastructure under the control of MBPP were lacking. MBPP is moving towards investing more on the creation of neighborhood parks, pocket parks and the upgrading of local markets, increasing expenditure for development for years to come (TheStar, 2014).

The costs for development maintenance of public properties especially those that may generate revenue would be shared between the local government and a private developer. For instance, MBPP in 2011 entered into a Public-Private Partnership with SP Setia Berhad to redevelop the Penang International Sports Arena into a major convention centre (Eng, 2013). PISA was built and maintained by MBPP in 2000, when the need arose for a new major convention center in Penang, a decision was made to save cost by refurbishing PISA, the cost for MBPP to handle the task alone would have been colossal compared with the budget available for the council.

The PPP would see SP Setia bearing the total RM 300 million in redeveloping PISA into the Spice Convention Centre (sPICE) with the company receiving 30 years concession period to maintain the unit while sPICE would still remain under the ownership of the council. PPP is congruent with trend of collaboration between the public and the private sector in reducing public cost, in preventing future deficit, more joint ventures may be created. Also, the handling of garbage on the island of Penang is handled by both the MBPP and private contractors, the council could extend the venture and reduce contractual payment by allowing the garbage collecting firms to recycle the waste and retain its profit.

On a more current note, the recognition of George Town as a World Heritage Site in 2009 had expanded the role played by MBPP. Essentially, the governance of the heritage site employs metagovernance where multiples stakeholders are involved including UNESCO, federal government agencies, parastatal agencies such as the George Town World Heritage Site, ThinkCity and local NGOs (Katahenggam, 2016). As stipulated in the Special Area Plan, MBPP is the direct regulatory force, especially in ensuring compliance of restoration work. Moreover, George Town had established itself as a heritage tourism destination, warranting a paradigm shift to balance tourism with heritage conservation. In this regard, the governance approach of Penang, especially in George Town needs to be revised due to the international exposure the city is getting. For instance, the issue of touristification of George Town is discussed on the backdrop of the sustainability in conserving heritage in the midst of development (Barron, 2017). Increased public engagement and consultation, along the lines of Regensburg World

Heritage Site in Germany would allow for a more equitable form of involvement of MBPP in governing George Town and the island (Scheffler, 2011).

Therefore, the pressure on spending would see an upwards trend, especially when higher level of expertise would be needed in the governance of the heritage enclave. Undeniably, investments from the market as well as ThinkCity's grants had allowed for restorative work in the inner city. However, heritage shophouses beyond the limit of the World Heritage Site is under the threat of development, if the council propagates adaptive reuse of the buildings, indirectly it will benefit from increased revenue from the expansion of tourism and heritage related industry on the island.

#### 4. Conclusion

Increasing demand for better service and infrastructure would tax the budgetary system of the local government. Restructuring of Majlis Perbandaran Pulau Pinang into Majlis Bandaraya Pulau Pinang would see an increase of responsibility and spending on the part of the council. The public and every tier of government would expect more from the local government authority. While MBPP's budget had shown a surplus budget for the duration of the study, current budgets run on deficit while the council's counterpart, MPSP had managed to move away from deficit. MBPP and its predecessors have experience governing a wider range of services including public transportation and public housing. Moreover, the expansion of the council's role in governing George Town World Heritage Site and its periphery should also be noted. Application of past knowledge along with innovation would see prudent management of the council's budget materialize. The higher emphasis on Public Private Partnership now should be applied with caution to shield the council from the volatile capital market.

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## **The Roles of Theory of Planned Behaviour as Motivational Factors that influencing Knowledge-Sharing Behaviour among Academicians: A Review**

**Zuraima Elza Binti Ismail, Jusphine Owen Anak Ulan & Arenawati Sehat Binti Haji Omar**

Faculty of Administrative Science and Policy Studies, UiTM Sarawak Campus Samarahan 2, Sarawak, Malaysia

Email of corresponding author: arena481@sarawak.uitm.edu.my

### **Abstract**

Knowledge management is an important factor that can influence the success of organizational operations. This makes it apparent as well that there is a need to establish knowledge sharing within an organization. Promoting a knowledge-sharing behaviour is a challenge for most knowledge-savvy organizations, including educational institutions. Developing a behaviour which values and practices knowledge sharing is an effort involving attention to organizational and academicians perspective and performance. The academicians need to be emphasizing towards the sharing knowledge because the academicians are the knowledge disseminator to their students, in which knowledge-sharing in educational institutions can contribute to the success of the institutions in which it can help to develop and improve the systems as well a good quality of education in the institutions. As such, understanding motivational factors that may influence knowledge-sharing behaviour among academicians constitutes an important area of research. In an organization with knowledge sharing culture, people would share their ideas and exchange knowledge with others because they treat this culture as natural, rather than they are force to share their knowledge with others. The selected literature reveals that there are two key motivational factors: subjective norm and perceived behavioural control.

Keywords: knowledge-sharing, knowledge-sharing behaviour, academicians, academic institutions, perceived behavioural control, subjective norm

### **1.0 Introduction**

Based on Sandhu et. al (2011), knowledge-sharing defined as transfer the knowledge from its source to the recipient. Moreover, according to Davenport and Prusak (1998), they defined sharing the knowledge is considered as a process of interchange the knowledge among individuals and also the groups.

Besides, in knowledge-sharing, the participants need to interact or communicate with each other either face-to-face communication or interaction or interact through non-contact means include virtual communities, written documents and so forth in order to transfer the knowledge from a person to another person or group (Godara, Isenhour, & Kavanaugh, 2009). In academic institutions, the role of academicians is important in sharing the knowledge.

Apart for that, academicians also can be a knowledge disseminator to their students, a knowledge producers as well a better knowledge sharing practices at the academic institutions. It is important for the academicians practically involve in knowledge-sharing since it can help to develop and improve the systems and the quality of education in the institutions.

Not only for that, is it important for the academicians to share the knowledge to their students in order to enhance the competency of the students itself in the institutions especially in academic. However, if the knowledge-sharing is lack practicing among the academicians, this will lead to the underutilization of resources as well can shrink the learning opportunities. Therefore, it is very crucial to investigate the knowledge-sharing among academicians. Thus, this paper aims to review the motivational factors that can influence the knowledge-sharing behaviour among the academicians.

## **2.0 Literature Review and Concept**

### **2.1 Knowledge-Sharing Behaviour Concept**

There are many different perspectives as well the studies which associated with knowledge-sharing behaviour with the aim is to interpret what people need to involve in knowledge-sharing. According to the Davenport and Prusak (1998), they believed that knowledge-sharing behaviour is the process of transferring the knowledge which includes the activity of transmission and absorption of knowledge. It is crucial for the every organization to practice the knowledge-sharing in the organization because this knowledge-sharing is important for the success of organizations itself (Davenport and Prusak, 1998).

Moreover, knowledge-sharing becomes a crucial element in knowledge dissemination for the success of knowledge management (Davenport and Prusak, 1998). However, according to Ramirez (2007), knowledge-sharing only allows people to share their opinions and experiences for effective project. In the other words, people find the solutions by gain the experiences from others in order to overcome the problems. Thus, knowledge sharing behavior would not exist if there is no sharing experience.

Furthermore, based in the Roberts (2000) studies, he mentioned that knowledge transfers will only happen if the knowledge is been transfer from one individual to another individual. Storey and Barnett (2000) explained that knowledge-sharing is the situations where people are willing to share their experiences and common purpose in order to exchange the ideas and information among the individuals. As the other definition, Jain et al., (2007) state that knowledge-sharing is known as the process of exchange where resources are given by one party and received by another party.

In addition, Boyd et al. (2007) explained that knowledge-sharing is the disclosure of existing to other in order to create a new knowledge. He explained more that knowledge-sharing can happen either voluntarily, non-voluntarily, non-reciprocally and also via training or social interaction. Meanwhile, knowledge exchange could be people sharing the knowledge in order to get something in return and thus, these knowledge-sharing process happens involuntarily through reciprocal situations and also known as via contract. The motivational factors chosen for the study are: enjoyment in helping others and organizational incentives.

### **2.2 Theory of Planned Behaviour (TPB)**

Theory of Planned Behaviour (TPB) is a theory that describes the behavioural of the individual intention and perhaps the most influential in explaining and predicting human behaviour (Ajzen, 2001). Moreover, the Theory of Planned Behaviour (TPB) is an addition to the Theory of Reasoned Action (TRA) according to Ajzen and Fishbein (1980). According to the David (1997), the Theory of Planned Behaviour (TPB) is broaden to forecast the behaviour in which the individuals will not decides or not commits to a particular action or in the other words, has no capability to perform any particular act.

Between TRA and TPB there is a difference which is the major difference is the addition of the perceived behavioural control as the third determinant in TPB. Based on the TPB, the main behavioural of individual's action consist of two primary elements on individual's behavioural action which is perceived behavioural control and also individual intention.

According to Fishbein and Ajzen (1975), the intention which is the main determinants in individual's behavioural action, can be a measurement in measuring the individual's intention strength in performing certain behaviour. In the other words, the more stronger of person intention to perform a particular behaviour, the more the possibility of individuals to perform that action (Bruvold, 1990). Moreover, intention is whereby the willingness of the individuals to engage in a behaviour or how people put their effort to plan in performing the behaviour (Tolman, 2011).

A research that utilized TPB undertaken by Bruvold (1990) stated that personal factor such as attitudes towards the behaviour and social influence which known as subjective norms can be a factor for an individual to perform or not the action. Furthermore, TPB also implies that the most crucial determinant of action is the individual's intention and as what Goh et al. (2012) explained that the intentions are the attitudes' purpose on behaviour, subjective norms as well perceived behavioural control.

In this paper, the Theory of Planned Behaviour (TPB) is used to explain and predict the motivational factors that can influence the academician's knowledge-sharing behaviour. TPB is chosen over TRA because TPB can explain actual behaviour.

### **2.3 Subjective Norm**

Subjective norm defines as the influence from the others that an individual receives which can make him or her believe that that influence can affect him or her to engage in behaviour of interest. Bruvold (1990) refers subjective norms as the individual will perform certain behaviour after receiving some social pressure or influences from important persons around them. This means that the influence from others is important in performing certain behaviour.

In the organizational context, the subjective norms can consist of executive board, senior management, and supervisor. All of this is one of the social pressures in a firm climate. Organization climate or atmosphere as an antecedent to subjective norm is important in guiding the worker's behaviour by relating to them what kind of behaviour that is suitable and useful. Moreover, organizational climate also can be a driver of knowledge-sharing in which a certain climate or atmosphere is more conducive for people to share the knowledge.

### **2.4 Perceived Behavioural Control**

Perceived behavioural control (PBC) is the new determinant that added to the theory of reasoned action (TRA) which turns out the extent of the theory of planned behaviour (TPB). This perceived behavioural control is added to TRA to ensure that the understanding and prediction of behaviours can be improved (Fishbein & Ajzen, 2005). Moreover, Fishbein and Ajzen (2005) also explained that the perceived behavioural control measures on the degree of barrier that involved in conducting the behaviour intention. In addition, perceived behavioural control is formed from control belief which is defined as the availability of resources and opportunities that the individuals have in order for them to engage in knowledge-sharing behaviour. Knowledge-sharing can be facilitated with certain conditions such as tools and technology like social media, internet, email and so forth which are available for them to share the knowledge, enough resources to share the knowledge such as books, journals, articles and so forth as well for the availability of individual's time to make a sharing knowledge session with other colleagues or co-workers.

### **3.0 Conclusion**

Knowledge-sharing behaviour cannot be forced but it can be stimulated with the help of motivational factors. As for that, the roles of theory of planned behaviour are used as a motivational factor in order to create an effective knowledge-sharing behaviour among the academicians. Such factors include subjective norms and perceived behavioural control is needed for the academicians in educational institutions in order for them to share the knowledge with others. In this paper, the review is to prove the significance of the motivational factors such as subjective norm and perceived behavioural control when it comes to the knowledge-sharing behaviour among the academicians. In Malaysia, all the educational institutions should realize the importance of the motivational outcome that can determine the knowledge-sharing behaviour among academicians. It is important for the academicians in educational institutions to participate in knowledge-sharing as it can help to enhance the educational institutions' growth and performance. Finally, this paper provides details and common of theoretical model for future studies which can focus on the roles of theory of planned behaviour as motivational factors such as subjective norm and perceived behavioural control that can influence the academicians in educational institutions to participate in knowledge-sharing.

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## **Motivational Factors On Knowledge-Sharing Behaviour Among Staff at Sarawak State Library**

**Nur Azmira Binti Mohd Noor, Nurul Nadirah Binti Mohd Zuhana & \*Arenawati Sehat Binti Haji Omar**

Faculty of Administrative Science & Policy Studies, UITM Sarawak Campus Samarahan 2, Sarawak, Malaysia

Email of corresponding author: [azmira.mohdnoor@gmail.com](mailto:azmira.mohdnoor@gmail.com)

### **Abstract**

The main objective of this paper is to examine the influence of motivation on knowledge-sharing behaviour among staff at Sarawak State Library. The purpose of the study is to ascertain the extent of knowledge-sharing among the staffs at the library. In many organizations, employees' knowledge has been a critical resource, and if it is not properly shared, the organization will lose their most vital assets. However, sharing of knowledge depends on the individual itself. Some people may agree to share the knowledge and some may not mostly due to their personal reasons. Therefore, one's direction to behaviour plays a pivotal role to the success of knowledge-sharing behaviour. What makes individual to share their knowledge is actually the core question. This study employs Self-Determination Theory (SDT) as a conceptual framework to examine employees' motivation and knowledge-sharing behaviour. Motivational factors are regarded as a foundation behind people's decision whether to share their knowledge. It has a long root in library practice in terms of knowledge-sharing. Sarawak State Library which is known as the state library is the perfect spot for exchanging the knowledge since it consists of large range of knowledge. Hence, by perceiving the motivational factors, more individuals will be assisted to exchange information and knowledge in order to integrate effective knowledge-sharing behaviour environment throughout the libraries.

*Keyword: motivation, knowledge, knowledge-sharing behaviour, Sarawak State Library, library*

### **Introduction**

Motivation is one of the prior factors that leads to the sharing of knowledge (Ozlati, 2012). This topic attempts to examine the relationship of motivation towards knowledge-sharing behaviour which focusing that knowledge is to be shared and not to be kept by oneself. Knowledge sharing can be defined as the transference of knowledge either tacit or explicit from an organization, group or individual to another (Osmani, Mohd Zaidi and Nilashi, 2014). When knowledge is shared, people tend to preoccupied themselves with other knowledge that beyond their capabilities. So, knowledge is crucial for creating an intangible asset within the organization and upon that, organization are able to be more effective and efficient towards customers (Merlo *et al.*, 2006 cited in Reyhav and Weisberg, 2014). This paper aims to address the question of what actually motivates people to share knowledge.

Generally, when it comes to knowledge sharing, there are two types of individuals which are the people who are willing to share and people who hoard their knowledge (Aliakbar *et al.*, 2012). Those who are hoarding their knowledge mostly have the exact same reason which they tend to think that they will lose their most valuable asset and worried that other people will be rewarded without crediting them. Thus, this statement really proved that knowledge-sharing is a choice of oneself and cannot be forced (Ozlati,

2012). In other words, the action of sharing the knowledge is depending on the individuals themselves. To support more, according to Staples and Webster (2008), it appears that employees may not always be motivated to share their knowledge.

Hence, this has come to attention that the main reason individuals to share their knowledge is the expectation and impression to be seen as skilled, knowledgeable or respected (Mohammad Hossein *et al.*, 2012). Meaning to say, motivation is crucial in order for employees to share knowledge as it may enhance the organization to keep the assets for future use. It is understood that most of the time, there are reasons why people share knowledge and what motivates them to share the knowledge. All is because of the motivation that lies beneath them. Motivation is somewhat the key that will lead to successful knowledge-sharing process (Ardichvili, A. *et al.*, 2012).

In conclusion, this topic prompts individuals to actually oblige in sharing the knowledge. The reason is due to the fact that knowledge-sharing actually give more benefits than pitfalls. Individuals should require motivation to exchange the knowledge in order for the organization to gain competitive advantage (Merlo *et al.*, 2006).

## **Literature Review and Concept**

### *Knowledge-Sharing Behaviour Concept*

Knowledge-sharing can be defined as a process of creating, acquiring, synthesizing, learning and experiencing in order to achieve organizational goals (Osterloh and Frey, 2000). This knowledge can either be located in the heads of individuals or in form of documents and journals. Data and information are linked with knowledge, however, they are not the same. This is consistent with Russ-Eft and Preskill's (2001) study cited in Ozlati (2012) which noted that knowledge is integrated when only the data and information are analyzed. Most knowledge that is located in the employees' heads are seen as the intangible assets that walk around the company every day. Hence, it is very much necessary to preserve the people in the organization because they are valuable as they that holds a large amount of knowledge and skills.

Sharing of knowledge is a transference of knowledge either explicit or tacit from organization, group or individual to one another (Osmani, Mohd Zaidi & Nilashi, 2014). Tacit knowledge is knowledge that is located in individuals' mind which consist of deep thoughts and beliefs (Osterloh and Frey, 2000). In other words, an excellent organization must require employees to have same mental models. Same mental models are similar to "know-how" knowledge as it allows them to set their brain to achieve organizational goals. As mentioned by Townley (2000) cited in Onifade (2015), if tacit knowledge is held by the librarians, they could share it with one another and hence, more effective knowledge-sharing environment will be developed. One can presume then that libraries are the ideal place to gain useful knowledge when needed (Onifade, 2015). In contrast, explicit knowledge is knowledge that has been codified and digitized in books, documents, reports and forth (Nonaka, 1994). For example, explicit knowledge that is stored in online database will make it easier for employees to get involve in knowledge sharing as the knowledge is documented and articulated. Combination between tacit and explicit knowledge will actually provoked the organization to expand its knowledge.

In this era of globalization, our economy has largely transformed into knowledge-based economy (Ologbo *et al.*, 2015). Knowledge-based economy implies the organizations to broaden their intellectual capital, hence, helps them to increase their work capability. Upon that, libraries around the world would also need

drastic changes as well (Lee, 2000 cited in Onifade, 2015). It is to be the center for learning and knowledge-sharing that should be made widely available to all people. However, Jantz's (2001) study stated that many library settings have lack integration of knowledge-sharing and it is difficult to make knowledge available to each of the staffs. As a result, they carry the knowledge they have when they decided to quit the job. This is true as Parirokh *et al.* (2006) further supported that knowledge-sharing initiatives have not been formalized in many libraries, hence, knowledge-sharing activities have always been held on an informal basis (Maponya, 2004).

According to Ozlati (2012), knowledge-sharing is an asset that can be transformed into new services and products that can increase profits to organizations. With the effective use of knowledge, organizations may encourage its employees to develop more skills and sustain their competitive advantage. This is in-line with the study by Renzl (2008) where knowledge is an organization's most valuable resource as it represents intangible assets, routines and creative processes which is hard to imitate. Exchanging of knowledge will actually help employees to grow and be more innovative as it is said that innovation plays a prominent role in determining the long term survival of organizations. Hence, knowledge-sharing is pivotal in enhancing employees' work productivity.

According to the study by Aliakbar *et al.* (2012), knowledge-sharing is a process meant to obtain experience from others. Organization should create a sharing culture as well as making it as a good habit among people in the firm so that more information and knowledge could be created and can be reused in the future. When employees believe that knowledge that they shared will be beneficial to the organization, they will be inspired to practice it more. However, human behaviour is inevitable when it comes to sharing valuable information. This is contrast with Staples and Webster's 2008 statement which noted sharing of knowledge is a personal choice and getting individuals to share their knowledge is difficult. In certain situation, knowledge hoarding behaviour among employees might exists. Some employees might reluctant to share their knowledge because of the fear of losing one's unique values. Despite that, they may not always be motivated to share their knowledge because they think that they will remember everything and afraid of not being credited.

Definitions of knowledge-sharing behaviour varied from various researchers. It is important for people to have good understanding about what knowledge-sharing behaviour actually is, especially for people in an organization which requires effective flow of information in order to remain successful and competitive in the market.

#### *Motivation Based on Self-determination Theory*

Self-determination Theory proposed by Ryan and Deci (2000) is one of the framework in studying knowledge-sharing motivation. This theory is a method to human motivation and personality that uses experiment and observation rather than theory (Ryan *et al.*, 1997 cited in Ryan and Deci, 2000). Its field is the analysis of the basis for self-motivation and personality integration which are people's inherent growth tendencies and intrinsic psychological needs, and includes the conditions that nurture those process (Ryan and Deci, 2000). Motivation is not a single concept and it is a variety alternating from extrinsic and intrinsic motivation. People who are motivated intrinsically will be performing their task because of the enjoyment and satisfaction of doing it whereas people who expect external rewards for their performance usually have least autonomy (Ozlati, 2012). Intrinsic motivation is internal and self-directed where people will be doing something for the inherent enjoyment and satisfaction of the activity itself while extrinsic motivation is where people will be doing something to obtain some separable outcome. Based on relative autonomy, there are a number of extrinsic motivation types (Ozlati, 2012).

Based on Self-determination Theory, it is proposed that there are four types of motivational reasons which are external, introjected, identified, and intrinsic (Ryan and Connell, 1989 cited in Ryan and Deci, 2000). External reasons are when behaviour is explained by external reasons, fear of punishment, or rules and regulations obedience. Introjected reasons are when people do something for internal reasons or esteem-based pressures to act for example, as avoidance of guilt or concerns with self-approval and other-approval. Identified reasons are when one does something from his or her own values or goals. Intrinsic reasons are when one does something for the sake of enjoyment and satisfaction of doing it.

### *Motivation and Knowledge-Sharing Behaviour Association*

According to the study by Husted and Michaivola (2002) cited in Onifade (2015), most of people in the organization tend to hoard their knowledge, but, if the right environment is created, more people will actively share their knowledge. The survival ability of an organization merely depends on important attributes which are knowledge and knowledge management (Aswath and Gupta, 2009). Therefore, motivation for knowledge-sharing behaviour is very crucial especially in the library as it is a suitable environment for the integration of a good knowledge management. As a result, when people practice knowledge-sharing behaviour, they will become expert in applying the knowledge magnificently thus helping them to serve better products and services (Aswath and Gupta, 2009). In this 21<sup>st</sup> century, libraries are experiencing extreme changes and tend to be the learning as well as knowledge facilities for their clients and people. So, with such environment, people are more comfortable to participate in sharing of knowledge activities as there is existence of culture and set of behaviours in the library itself (Lelic, 2001). Further supported by Aghoghovwia's (2004) study which noted that knowledge management can be one of the values that can gain satisfaction from the customer. Hence, when people voluntarily share their knowledge, in return, others will eagerly gather the knowledge shared (Liao *et al.*, 2007). All in all, it is very important for the libraries to motivate their staffs to exercise knowledge-sharing behaviour as the association between motivation and knowledge-sharing behaviour is a critical factor that should be acknowledged by them.

Studies of knowledge-sharing motivation have always resulted in different conclusions which give people a number of guiding theoretical framework. Several studies proposed that people share their knowledge for personal outcomes (Hsu *et al.*, 2007) whereas in Chiu *et al.* (2006)'s study stated that people share their knowledge for community-related outcome expectations. For example, by helping the virtual community to gather its knowledge and carry on with its operation (Ozlati, 2012). Other than that, expectation of being seen as skilled, knowledgeable, or respected are the main reasons individuals share their knowledge (Butler *et al.*, 2002). They have the motivation to share knowledge because they think that by sharing knowledge, other people will have a positive impression about them. Furthermore, the expectation of respect, inspiring knowledge, looking for support, and cultivating self-esteem and self-worth are also reasons for individuals to share their knowledge (Zhang and Hiltz, 2003 and Hsu and Lin, 2006). This statement is in line with the finding by Butler *et al.* (2002). On the other hand, finding from study conducted by Zhang *et al.* (2009) cited in Ozlati (2012) shows that people do not share knowledge because of reputation which is contrast with statement noted by Butler *et al.* (2002). Therefore, there is no specific reasons agreed by individuals on why they share their knowledge.

Moreover, knowledge-sharing has inconsistent relationship with extrinsic and intrinsic motivation. In a study conducted by Zhang *et al.* (2009) cited in Ozlati (2012), extrinsic rewards affect knowledge-sharing positively. People will be more eager to share their knowledge as there are extrinsic rewards by the organizations. This is opposing with Bock and Kim's (2002) study, which showed that attitude of sharing



knowledge is negatively affected by expected rewards. On the other study of Bock *et al.* (2005), it showed that extrinsic rewards had no effects on individual's attitude towards sharing their knowledge but it is driven by anticipated reciprocal relationships. This is contradictory with the first study conducted by Bock and Kim (2002). Furthermore, knowledge-sharing behaviour and willingness to share knowledge in individuals are both having intrinsic motivation as their strongest forecaster, compare to extrinsic rewards (Liu and Fang, 2010). Another study conducted shows that intrinsic motivation which is represented by organizational citizenship behaviour in the study, was a strong motivating factor to initiate the behaviour of knowledge-sharing whereas extrinsic rewards effect on an individual's knowledge-sharing intention is moderate (Amin *et al.*, 2011).

This clearly indicates that there is no specific explanation on what really motivates individuals on sharing their knowledge. To be specific, outcomes of studies about knowledge-sharing motivation are rarely in line with each other. Therefore, it is important to have motivational framework in order to apply knowledge-sharing in organizations.

## **Conclusion**

The review of the literature has highlighted the relationship between motivation and knowledge-sharing behaviour among employees in the workplace. To understand the concept of knowledge-sharing behaviour, it has become clearer with the various types of motivation proposed by various researchers. Based on motivation theory, Self-determination Theory (SDT) will be used as a framework in studying people's motivation to their knowledge-sharing behaviour. Ryan and Deci (2000) clearly stated that motivation has direct influence towards knowledge-sharing behaviour. This is especially true given that motivation does not stand alone, but, consist of extrinsic and intrinsic motivation. Despite the highly undeniable value of knowledge-sharing behaviour in the workplace in today's current era of globalization, motivation cannot be left behind as one of the important and precious values for achieving organizational objectives and for the organization to remain competitive in the market. Thus, the relationship between motivation and knowledge-sharing behaviour is crucial to be understood as to maintain the sustainability of the organization.

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# Performance Audit and the New Public Management (NPM) Reforms: Addressing the Public Sector Inefficiency in Nigeria

**Abdulkadir Abubakar, Siti Zabedah Saidin, Aidi Ahmi**

Tunku Puteri Intan Safinaz School of Accounting, Universiti Utara Malaysia.

Email of corresponding author: aakatagum@gmail.com

## Abstract

With the advent of NPM in the public sector, the auditing profession has been elaborately transformed to include many other classes of audit. NPM has been a guiding public sector reform template for over 25 years. Performance audit is one of the audit exercises promoted by the NPM regime. Over the years, the emphasis on 3Es (efficiency, effectiveness and economy) has necessitated the government agencies in many countries around the globe to bring government activities under meticulous scrutiny. Thus, performance audit is a formal tool for evaluating 3Es in the public sector by ensuring that, conformity and compliance with the principles and procedures of the public governance are adequately guaranteed. Specifically, the performance audit practice is at the infant stage in Nigeria. Hence, public agencies that adopted the performance audit are poised to face unanticipated challenges. Therefore, driving from that emphasis, this study presents a multi-level experience of OECD countries on the performance audit. Explicitly, this study is a conceptual review of views and experiences of the OECD countries on the impact of the performance audit with regards to NPM reforms. Equally, the study also reflects on the consensus that, 3Es determines the public sector organizational performance.

**Keywords:** Performance Audit, NPM, 3Es, Public Sector.

## 1. Introduction

New Public Management (NPM) has been one of the paradigm shift and reform ideas that bring about audit explosion in the global space of management and governance especially in the public sector (Verbeeten & Spekle, 2015; Verbeeten, 2008). NPM or “reinventing the government” is an approach of running the public sector organizations in a business-like fashion and in line with the principles of managerialism (Bryson, Crosby & Bloomberg, 2014; Verger & Curran, 2014). NPM is aimed at reorganizing and reforming the public sector agencies to be more competitive and efficient in the resources allocation and utilization, unlike the traditional public administration system where strict adherence to rules and fidelity to the bureaucratic norms were order of the day (Verbeeten, 2008). Audit explosion on the other hand, is the unprecedented increase in the emphasis on audit outputs by a broad range of stakeholders in both public and private sector (Alwardat, Benamraoui & Rieple, 2015). According to Power (2000), audit explosion refers to the sharp growth of the usage of auditing and other related monitoring mechanisms in the public management reform processes. Consequently, audit explosion has given birth to a number of classes of auditing practices, thereby expanding the auditing profession itself beyond the familiar terrain of financial audit and compliance audit (Power, 2000). In addition to compliance audit and financial or statutory audit, there is also a performance audit. With performance audit the management of the public sector entities have now become an interesting subject of extensive audit regime (Pollitt, 2003; Power, 2000).

Specifically, the NPM which give birth to performance management system and the performance audit began taking shape initially in the UK and US in 1980s, and later spread to many OECD countries (Bryson et al, 2014). Incidentally, governments across OECD nations embraced the NPM owing to the sustained pressure for improved performance from the critical stakeholders in the affected countries (Verger & Curran, 2014). Thus, the belief in the concept that promotes the market-based doctrine would prove significantly appropriate in the countries with profound issues regarding the efficiency, effectiveness and

economy (Pollitt, 2003). Specifically, it is quite ironoc and interesting to realize that, proponents of NPM claims rather strongly that, one of the key advantages of NPM is that it promoted the techniques of achieving better performance like performance audit exercise (Alonso, Clifton & Diaz-Fuentes, 2015). Incidentally, having seen the impact of the NPM and performance audit in the public agencies of OECD countries, then, various developing countries adopted the idea so as to derive efficiency benefits from the system (Simonet, 2015). For instance, globalization has promoted several cross-border pressure on the public sector organizations of developing countries to improve efficiency, effectiveness and economy (Verbeeten & Spekle, 2015). Thus, the outrageous public expenditure growth of the public agencies could be controlled.

The objective of this study is to examine the OECD countries model of performance audit development, and to recommend how this model could be domesticated in the Nigerian public sector. The paper is a conceptual review of the experiences and perspective of OECD member states on NPM reform and performance audit, especially in UK, Netherlands, Australia and USA. The whole paper is divided into four sections comprising of firstly, NPM-OECD countries experience, then the next section is on the practice of the performance audit in different countries. Thirdly, the antidote of the Nigerian public sector inefficiency is highlighted. Finally, the last section delves on the conclusion and recommendation of the study.

## **2. Literature Review**

### **2.1 New Public Management: OECD Countries experience**

Specifically, NPM is a wide-ranging concept that is associated with distinct and often multiple and contradictory public reform policies (Dunleavy, Margetts, Bastow & Tinkler, 2006). According to Verger and Curran (2014), "NPM is philosophical corpus of managerial ideas that aims at driving public sector reforms in a range of policy areas (p. 253)." For example, many researchers have agreed that, NPM principles began as a phenomenon in Anglo-Saxon countries and thereafter spread prominently, picked up and promoted by countries in almost every continent of the globe (Clifton & Diaz-Fuentes, 2011). Although, this paradigm shift in public sector management started in mostly OECD countries, but African countries including Nigeria keyed into it in a quite interesting number (Brinkerhoff & Brinkerhoff, 2015). For instance, in OECD countries, NPM is considered a two-level phenomenon consisting of two broad layers namely, top layer and second tier layer (Pollitt, 2007). Top layer involves general motivation to promote and improve public sector, whereas the second tier layer contains a set of specific policies, concepts and practices aimed at reforming the public sector generally (Dunleavy et al, 2006; Pollitt, 2007). Both of the layers are quite instrumental to the extensive operations of NPM as a policy doctrine in OECD countries and beyond (Pollitt, 2007; Dunleavy et al, 2006).

Moreover, it is arguably believed that, in OECD countries, the NPM doctrine has resulted in disaggregation and fragmentation of sub-optimal government departments and agencies as well as the practice of strict performance audit exercise (Verhoest, Bouckart & Peters, 2007). Therefore, the coordination capacity of these agencies would be significantly strengthened and renewed in line with the market-type mechanisms (Modell, 2010; Verhoest et al, 2007). Specifically, it is worthy of note that, although, the trajectories followed by these countries may be different, but the evidence of discernible progress in the public sector operations of these countries is clearly demonstrated (OECD, 2002; Simonet, 2015). This implies that, even in the OECD countries, the implementation of the NPM variant reforms differs substantially from one country to another (Alonso et al, 2014). Incidentally, the entirety of the OECD member countries recognized that, these reforms are fundamental shift from the bureaucratic style of management with every bit of its complexity to a simpler and a more streamlined and accountable management model where the organization's target are negotiated and the public agencies are judged on their ability to meet these targets (Verger & Curran, 2014; Kloot & Martin, 2000). In summary, driving from the prominence of NPM in these countries, Alwardat et al (2015) maintain that, performance audit is one of the basic pillars of NPM, thus, improving 3Es from the point of view of public sector audit must

take into cognizance the performance audit exercise.

## **2.2 Performance Audit Practice**

Building a good public sector practice in accordance with the principle of 3Es has been one of the recommended practice of OECD countries' NPM doctrine (Alwardat et al, 2015; Barzelay, 1999). Specifically, countries like UK and Netherland have fundamentally established the standard practice of conducting performance audit in the public sector as a norm in order to ensure that, the 3Es are guaranteed in the core public sector (Alwardat et al, 2015). Initially, the public sector of most OECD countries, if not all has been significantly influenced by increasing emphasis on the results as well as exceedingly growing demand for greater accountability in public governance by the significant stakeholders (Sterck & Scheers, 2006). Therefore, with this principle, the public sector auditors faces a challenge of not only giving assurance that, the financial statements dutifully comply with the various financial and legislative requirements, but rather a new mandate of extending their operations to the management of governments programmes and activities to ensure that, performance is promoted and safeguarded through the lenses of 3Es (Shand & Anand, 1996). Incidentally, that fact is what performance audit is out to achieve (Alwardat et al, 2015).

Generally, researchers are of the view that, there are number of factors that necessitated this paradigm shift in many OECD countries. For instance, the sustained pressure by the public sector stakeholders to curtail the expenditure due to some technological advancement as well as demographic changes has reinforces a genuine search for an alternative audit view that looks generally at the performance of management actions with regards to programmes and activities (Barzelay, 1996). Equally, a changing social attitude and economic liberalization as well as changing command of control within the public agencies has been replaced by a new management concept where the efficiency gains are the focal consideration (Verbeeten & Spekle, 2015). Moreover, the public sector administrators are forcibly demanded to display high degree of accountability in managing and utilizing public resources (Shand & Anand, 1996). These significant issues gave birth to NPM as a whole and performance audit in particular. Historically, OECD countries have an established tradition of conducting traditional auditing dated back to the 19<sup>th</sup> century (Shand & Anand, 1996). But in many of these countries, the efficiency audit as a legitimate audit concern appears to have taken a center stage only in 1970s and 1980s. Explicitly, the Government Accountability Office (GAO) in USA is one of the foremost public institutions in OECD countries that typically highlighted the need for performance audit so as to ease the legislative oversight functions of the US parliament (Alwardat et al, 2015). Moreover, the UK National Audit Office is mandated in 1983 by the British parliament to provide the performance audit reports of the public agencies for the conduct of the required legislative oversight process (Sterck & Scheers, 2006; Shand & Anand, 1996). Equally, the Netherlands' experience with performance audit also originated from the citizens pressure through their representatives in parliament which precipitated the public agencies to turn up the performance audit reports at regular interval (Shand & Anand, 1996). Likewise, the Australian National Audit Office insisted on the conduct of the performance audit with regards to government activities in 1980s up till this moment owing to the country's legislative requirement for oversight functions (Sterck & Scheers, 2006; Shand & Anand, 1996). Thus, the performance audit could pave way for increased efficiency and curtails the possible incidence of corruption in the Australian public sector (Pollitt, 2003). Therefore, it is worthy to note that, performance audit exercise were exhaustively used in the OECD countries to build strong efficiency in the public sector and to give an added impetus to the stakeholders about the public accountability (Pollitt, 2003).

Despite the fact that, each of the OECD countries has its own unique audit history and peculiar institutional and legal framework, the practice of the performance audit in their public sector is well-rooted in different style, dimension and fashion which is fundamentally aimed at bringing efficiency, effectiveness and economy of government activities and programmes (Arnaboldi, Lapsley & Steccolini, 2015). Therefore, developing countries that have a problem of 3Es in their public institutions are poised to turn to OECD countries for more tested variant of performance audit (Loke, Ismail & Hamid, 2016).

Therefore, Nigeria is one of the countries that have known challenges with regards to the audit of 3Es, thus, the OECD variant performance audit practice would likely offer a good solution to Nigerian public sector policy makers.

### **2.3 Nigeria's Public Sector Inefficiency: Antidote**

It is widely acknowledged that, Nigeria's public sector is replete with inefficiency and unimpressive performance (Abubakar et al, 2016; Esu & Inyang, 2009). Despite its unique challenges, Nigeria is not the only country in the developing world that is affected with issues of efficiency and effectiveness in its public sector (Brinkerhoff & Brinkerhoff, 2015). In fact, it is quite strongly argued by the researchers that, public sector organizations in the developing countries are generally having fundamental issues with 3Es (Brinkerhoff & Brinkerhoff, 2015; Esu & Inyang, 2009). For example, studies have recommended that, public sector inefficiency within the modern public management framework can be successfully mitigated by the adoption of the performance audit exercise to take care of the judicious management and utilization of the public resources (Loke et al, 2016). Specifically, making recourse to the principles of performance audit has presented a multifaceted challenges to some public sector organizations in Nigeria, principally because of the twin problems of accountability and corruption (Iyoha & Oyerinde, 2010). Equally, the management support and the legal framework are quite lacking in Nigeria to strongly compel the public institutions to adopt the performance audit (Abubakar et al, 2016; Esu & Inyang, 2009).

Specifically, governments at different levels in Nigeria usually budgeted and allocated huge amount of money to Ministries, Departments and Agencies (MDAs) on annual basis. But, at the end of the budgetary period, the impact of the budgeted funds in concrete terms has always been a mirage (Adeosun, 2016; Iyoha & Oyerinde, 2010). Thus, in the accounting parlance, this issue of not judiciously utilizing the budgeted funds for the purpose for which it was meant for is the question of 3Es (Tanko, Samuel & Dabo, 2010). Despite this problem, many public sector organizations in Nigeria fails to completely embrace the performance audit. It is argued that, Nigerian public sector could be significantly improved if the country's public policy experts decide to adopt the OECD countries model of performance audit (Shand & Anand, 1996; Tanko et al, 2010). Extant literature on government performance has extensively highlighted this fact severally. Therefore, the efficacy of this model has never been in doubt either.

### **3. Conclusion**

In conclusion, Schick (1998) maintain that, OECD countries have introduced far-reaching reforms in their public sector spanning over two decades which rekindle the operational efficiency of their government department and agencies. One of the models introduced and strongly strengthened is the performance audit exercise. Given the interest these reforms attracted worldwide, it is believed that, developing countries have prospects of making significant gains in operational efficiency in their public institutions if they domesticate similar approach (Schick, 1998). Therefore, some developing countries like Nigeria that have the burning desire for accelerated reforms in their public sector could likely hit the development trajectory. However, few public sector organizations in Nigeria that adopted the performance audit exercise are at the infant stage and facing multitude of challenges (Tanko et al, 2010; Esu & Inyang, 2009). This is because, the integrated concept of how governments work in the country does not perfectly and easily support the performance audit models (Esu & Inyang, 2009).

Therefore, this study recommended that, the management support, legal framework and sincerity of purpose with regards to the government accountability issues need to be aggressively promoted in line with many OECD countries requirement. Again, the study also recommended that, the impact of management support and other likely factors on the performance audit acceptance should be empirically investigated in some of the public departments and agencies that embraced the performance audit exercise in Nigeria.



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## Personality and Counterproductive Work Behaviour (CWB) at AEON Tebrau, Johor Bahru

Wan Nurul Aziera Ameerah Wan Mohamad Tahir, Mohamad Hafifi Baharun & \*Arenawati Sehat Hj Omar

Faculty of Administrative Science and Policy Studies, UiTM Sarawak

Email of corresponding author: [mhdhafifi95@gmail.com](mailto:mhdhafifi95@gmail.com)

### Abstract

Limited study regarding the factors contribute to counterproductive work behaviour (CWB) has been directed in investigating whether the Big Five Personality are the predictors of counterproductive work behaviour such as organizational constraints, co-worker performance failure and supervisor pressure. More specifically, the researcher examined whether there is relationship between Big Five Personality (i.e. conscientiousness, agreeableness, neuroticism, openness to experience and extraversion) with CWBs. Other than that, Counterproductive work behaviour (CWB) usually consists of explicit acts such as aggression and theft, or conversely, of more subtle and passive actions, such as willingly failing to fulfil tasks, carelessly following instruction, or doing work incorrectly. Generally, these kinds of matter have negative impacts either individually or towards an organization itself because it can be as a limitation of organization to achieve goal oriented purpose. Regarding this issue, personality of an individual can be as elements in this problem. Among of these five traits personality, there are some have the major contributions towards counterproductive work behaviour in the organization. Thus, this research is conducted to uncover the association between personalities and counterproductive work behaviour.

**Keywords:** *Personality, Big Five Personality, counterproductive work behaviour, behaviour*

### 1.1 Introduction

This research is conducted to study and investigate the relationship between personality and counterproductive work behaviour (CWB) towards an organization achievement and performance. It studies on the relationship between Big Five Personality also known as CANOE which is conscientiousness, agreeableness extraversion, neuroticism and lastly openness with counterproductive work behaviour.

#### 2.1 Literature Review and Concept

##### 2.1.1 Personality

Personality traits is the differences of human behaviour towards each other. Thus, researchers have found that the employees job performance are influenced by their personality traits (Mount et al. 1998). In the other words, conscientiousness seem to be more general on the job performance whereas agreeableness and neuroticism interrelated with the job performance through the employees work in group. In addition, extraversion seem to be predict to the job performance when the employees facing any situation such as managing sales or maybe management position.

##### 2.1.2 Five Factor Model of Personality (FFM)

Five Factor Model of Personality is a hierarchical organization of personality traits which includes conscientiousness, agreeableness, neuroticism, openness to experience and extraversion. These five basic dimension of personality shows the important ways on the differences in the form of how human enduring their emotional, interpersonal, attitudes and motivational styles.

*Conscientiousness.*

Conscientiousness is one of the personality traits that refers to organized and thorough person. In fact,

these traits seems to be the encouragement for a person to achieve their goals, get along with anything and find meanings (Hogan *et al.* 1996). Ones and Viswesvaran, (1997) claimed that person with this traits will spend most their time towards the job completion and will be determined to meet job expectations.

#### *Agreeableness*

Agreeableness is found to be positively anticipated with cooperative behaviour (Lephine and Dyne, 2001). Thus, agreeableness will help employees which engage in this traits to have good or effective communication whereby in return reduced their stress realting to both work or non-work aspects (Shaffer *et al.* 2006). In this context, the ability to have good social position with colleagues is the outcomes of the employees who engage with this traits.

#### *Neuroticism*

Neuroticism explained traits like tense, moody and anxious. Richards (1996) claimed that this trait normally related with living and working in an unfamiliar environment. Apart from that, According to Hogan and Shelton (1998) argue that neuroticism enables the expatriates to achieve goals as well as to get along and find meaning.

#### *Openness to experience*

Openness to experience refers to traits such as having an interest towards something, imaginative as well as insightful. According to McCrae and Costa (1997), openness to experience is a trait whereby emanates from motivational and cognitive components which motivation is the willingness of trying new things.

#### *Extraversion*

Extraversion refers to personality like talkative and energetic. In a social environment workplace, the extraversion person are more likely to expose their low level of arousal and less level of stimulation at home (Neubert and Tagger, 2004). In fact, according to Lephine and Dyne (2001) there is positive relationship between extraversion and cooperative behaviour.

### **2.1.3 Counterproductive Work Behaviour**

Counterproductive work behaviour (CWB) can be defined as intentional behaviors that harm or intend to harm organizations or people in organizations. Examples of CWB include yelling at someone, stealing from the organizations, damaging organization's property, and taking longer breaks than allowed. (Zhou, Meier, & Spector, 2014 as cited in Spector & Fox, 2005)

#### *Organizational Constraints*

Organizational constraint is more about the limitation faced by the employees that leads to counterproductive work behaviour done by the employees. Hence, several steps must be take in order to avoid this issue from being occurred and plan the best strategy to avoid any organizational constraint which will make the failure to achieve organizational goals and demands.

#### *Coworker performance failure*

Coworker performance failure can be defined in many form. One of that is when a coworker perform task incorrectly, complete task haphazardly and fail to initiate task at all. When coworker failed in performing their task according or in line with the organization's rules and procedures it will leads to increase the workload of others employees. This situation can be even worst when the coworker is part of a workgroup or has tasks that are interdependent to others coworkers (Bauer, 2013).

#### *Supervisor pressure*

Supervisor pressure define as the situation that faced by the employees in the workplace that come out from the management where include from the top level management and middle level management such as from the manager or from the supervisor. Supervisor pressure will lead to several negative outcome such as burnout, job stress and turnover intention from the employees (Bauer, 2013).

The table below shows the conceptual framework of the study:

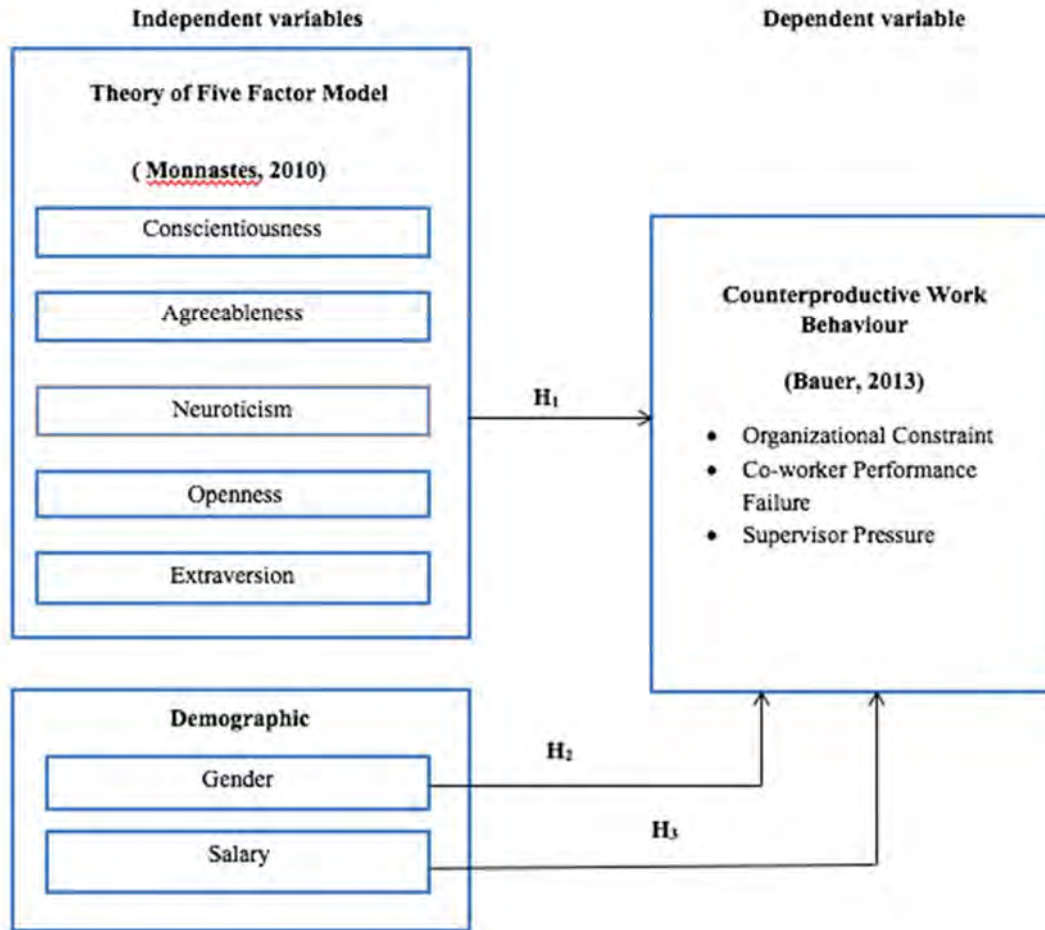


Figure 2.1 Proposed conceptual framework

### 3.0 Conclusion

In conclusion, personality of the individual play an important role in the organization as it can reflect the organization's image and performance. Other than that, personality of the workforce can be as a measurable tool to the quality of the organization for instance the ability to finish their task efficiently and effectively. Hence, this study will provide a further knowledge of type of personality that will leads to counterproductive work behaviour in an organization. This paper may provide researchers or the organization themselves theoretical understanding of personality of individual that can contributes to counterproductive work behaviour.

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## **The Relationship between Big-Five Personality Traits and Academic Achievement of Bachelor Students: A Review**

Khairul Azhar Bin Hasbi, Sheril Amira Binti Jaffry & \* Arenawati Sehat Binti Haji Omar  
Faculty of Administrative Science & Policy Studies, UiTM Sarawak Campus Samarahan 2, Sarawak,  
Malaysia

Email of corresponding author: arena481@sarawak.uitm.edu.my

### **Abstract**

Academic achievements are assessed through multiple criteria such as exams, quizzes, assignments, and personality is considered as one of the factors that contribute to attainment among students. Besides, majority of the society agreed that student's academic achievement or performance have significant impact towards the students' future. Most studies conducted under this topic are among different countries. Meanwhile in Malaysia, there are limited study on the relationship of Big-Five personality traits and students' academic achievement. Therefore, the purpose of the study is to examine the relationship between Big-Five personality traits and academic achievement of degree students in UiTM Samarahan 2. Big-Five are consists of conscientiousness, extraversion, agreeableness, neuroticism and openness to experience. Not all five traits are considered as influential factors because various studies show different results between conscientiousness, agreeableness, openness to experience, extraversion and neuroticism towards academic achievement. Conscientiousness has been found by various educational researchers to be the most consistently associated or positively related with all academic achievement criteria which also lead to higher and better results. Hence, the objectives of this paper are to investigate the most dominant traits and also identify the association between Big-Five personality traits with degree students' academic achievement in UiTM Samarahan 2. The researchers also review whether there is any gender differences in personality traits that influence academic achievement.

Keywords : *Big-Five personality traits; academic achievement; personality; conscientiousness; gender*

### **1.0 Introduction**

Personality traits are a vital factor that influenced students' academic achievement. Lim and Abdullah (2012) state that personality as a multidimensional psychological construct that affect students' academic achievement and the way they involve in learning. O'Conner and Paunonen (2007) found that students' academic success is influenced by personality that form the behavior of a person that will affect a person's learning habit which will lead to academic success. Other than that, the researchers and educators can recognize the student's individual differences by taking personality traits into account (Soraya hakimi et al. 2011). This shows that Big-Five personality traits is crucial in predicting students' academic achievement.

The Big Five traits is the most widely used model to evaluate personality traits. Big Five Traits includes: Extraversion, Agreeableness, Conscientiousness, Neuroticism, and Openness to Experience. The first researchers who identify a set of words describing personality features or characteristics in the English language is Allport and Odbert in 1936 (Horward and Horward, 2004). Howard and Howard (2004) also added that it was the essential beginning stage of language-based personality trait research throughout the previous sixty years that conducted by Allport and Odbert in 1936 with a conclusion of 4500 words. Liebert and Spieler (1994) mentions that Cattell (1946) later deductively determined 16 personality traits using factor-analytic and related measurable techniques whereby Cattell (1946) suggest that these variables speak to the real measurements for clarifying the distinctions in human personality. However, Fiske (1949) recommends that five components represented the variance in personality trait descriptor, not sixteen. Hence, it can be clearly observed from the evolution of the Big-Five factors model that is primarily observationally based, although other theories of personality were based on psychological theory that is found in factor analysis (Attia, 2013).



## **2.0 Literature Review and Concept**

### **2.1 Big-five personality traits and academic achievement**

The Big-Five personality traits that consist of neuroticism, extraversion, openness to experience, agreeableness, and conscientiousness have been associated with an extensive variety of behaviors (Ozer and Benet-Martinez, 2005). It is additionally have been most generally utilized approach in clarifying the learning behavior and academic achievement of students (Gray and Watson, 2002; Chamorro-Premuzic and Furham, 2003a; Chamorro-Premuzic and Furham, 2003b; Nettle and Robins, 2007). As indicated by O'Connor and Paunonen (2007), big-five personality domains which are neuroticism, extraversion, openness to experiences, agreeableness and conscientiousness were observed to be associated with academic achievements of more established undergraduates, including those at the university and college level. Previous studies have indicated positive associations between academic achievement with openness to experience, agreeableness and extraversion but negative associations between academic achievement with neuroticism (Laidra et al. 2007; Lounsbury et al. 2003a).

However, an examination on 308 college undergraduates conducted by Komaraju, Karau and Schmeck (2009), strikingly detailed a positive connection among neuroticism and academic achievement. This is in contrast with other studies where there is no relationship has been accounted for between academic performance and extraversion (Bartko et al. 2006), neuroticism (Hair and Graziano, 2003), and agreeableness, extraversion and openness to experiences (Wolfe and Johnson, 1995). However, previous research conducted by Rothstein, Paunonen, Rush and King (1994) discovered that agreeableness and openness to experience were strongly associated to CGPA. Furthermore, studies conducted by Laidra, Pullman and Allik (2007), shown that there is a positively connection among conscientiousness and academic achievement. Komaraju, Karau and Schmeck (2009) also reported the positive associations between conscientiousness and academic achievement. The other domain such as agreeableness has few significant positive correlations with academic achievement (O'Conner and Paunonen, 2007). Thus, various outcomes reported by different researcher demonstrate that there is a connection between Big-Five personality traits and students' academic achievement.

### **2.2 Dominant personality traits that predict academic achievement**

Diverse personality domains appear to have particular impact on academic achievement. Previous researchers have distinct results from their studies in investigating the connection between Big-five personality traits and academic achievement. For instance, previous studies conducted by Laidra, Pullman and Allik (2007), reported that negative associations between neuroticism with academic achievement but positive associations between academic achievement with openness to experience, agreeableness and extraversion. This is in contrast with studies conducted by Komaraju, Karau and Schmeck (2009), reported that there is positive connection between neuroticism and academic achievement. To sum up, Ridgell and Lounsbury (2004) state that, the model of relationships among personality domains is inconsistent even though Big-five personality traits are evidently associated to academic achievement. This seems that academic achievement not only related to personality traits but also partially depends on others factors, for example, academic year at college and standards used to assess performance (Ridgell and Lounsbury, 2004).

### **2.3 Gender differences in personality traits**

Gender differences in the personality traits have likewise caught the consideration of educational researchers apart from academic achievement (Lim and Abdullah, 2012). In Malaysia, females seem to perform better at all academic levels (Primary, Secondary and tertiary) compare to male students (Loh, 2008). According to Dunsmore (2005), gender is a variable that impact academic outcomes among dimensions of personality at diverse academic settings. This means that the association between these five components, gender and academic achievement is probably going to bring about diverse outcomes, even though the Big-five model of personality has been witnessed among both male and female students (Hakimi, Hejazi and Lavasani, 2011). Women were found to acquire higher scores in neuroticism, agreeableness and openness to experience (Costa, Terracciano and McCrae, 2001). Furthermore, study

conducted by Nguyen, Allen and Fraccastoro (2005) also discovered that female students were found to obtain higher in agreeableness and conscientiousness while male students were emotionally steady compare to female students. Feingold (1994) also found that female scored very slightly higher in conscientiousness than male based on seven studies relevant to the trait of order which yielded a median of -0.07. Higher score in conscientiousness as reported by (e.g. Feingold (1994); Nguyen et. al. (2005) is the possible reason why female students seem to have high academic achievement compare to male students. This is because majority of previous researchers found that conscientiousness is the strongest factors that influence high academic achievement.

However, Khairul (2003) indicate that there were no critical gender differences in agreeableness, extraversion, conscientiousness and openness to experience between male and female but he found that female students' mean score in neuroticism area was more prominent than male students. This seems that there are no much dissimilarities in term of academic achievement between male and female because both of them have few differences in personality traits. This is in contrast with the study conducted by (e.g. Chapman, B., Duberstein, P., Sorensen, S., and Lyness, J. M. (2007)) whereby female college students had more agreeableness characteristic compare to male students. However, in term of neuroticism traits, Chapman et. al. (2007) also found the same results whereby female students had more neuroticism traits compare to male students. In term of openness to experience, Costa et al. (2001) discovered that men scored higher in a few aspects of openness to experience such as openness to idea while women score higher in other facets of openness to experience such as openness to aesthetic and feelings. Besides, Costa et al. (2001) also found that in a few aspects of extraversion, for example, excitement seeking, men score higher than women while in other extraversion aspects, for example, warmth, women score higher. Thus, the finding from these past investigations indicates that there are gender differences in personality traits between male and female students that influence their academic achievement.

## **2.4 Personality**

'Personality' can be defined as the relatively enduring pattern of thoughts, emotions, and behaviors that characterize a person, along with the psychological processes behind those characteristic (McShane, 2013).

## **2.5 Big-Five personality traits**

**Conscientiousness** characterizes people who are organized, dependable, goal-focused, thorough, disciplined, methodical, and industrious. A person with low conscientiousness tends to be careless, less thorough, disorganized, and irresponsible. **Agreeableness** includes the traits of being trusting, helpful, good-natured, considerate, tolerant, selfless, generous, and flexible. According to Mc Crae and John (1992) agreeableness is described by traits such as sympathy, altruism, honesty, sense of cooperation and hospitality. **Neuroticism** characterizes people who tend to be anxious, insecure, self-conscious, depressed, and temperamental. People with low neuroticism (high emotional stability) are poised, secure, positive, and calm. **Openness to experience** refers to the extent to which people are imaginative, creative, unconventional, curious, nonconforming, autonomous, and aesthetically perceptive. Extraversion characterizes people who are outgoing, talkative, energetic, sociable, and assertive. The opposite is introversion, which characterizes those who are quiet, cautious, and less interactive with others.

## **2.6 Academic achievement**

Academic achievement represents performance outcomes that indicate the extent to which a person has accomplished specific goals that were the focus of activities in instructional environments, specifically in school, college, and university (Steinmayr, Meibner, Weidinger and Wirthwein, 2014).

## **3.0 Conclusion**

The personality traits are believed have some influence towards academic achievement. Therefore, it is essential to the educators to predict students' academic achievement through observing and studying the personality domains so that they can recognize or understand the factors that lead to students'

excellent academic performance. This is also to ensure that the students understand their capabilities and fully actualize their talents to achieve higher and better academic results. It is also essential to be comprehended by the students because they themselves know better about their personality well compare to the others. It is crucial towards the students as the academic achievement is not only depending on intelligence but also non-cognitive factors which is their own personality. Hence, it will help the students in improving their academic performance for the benefits of their future.

#### 4.0 Acknowledgement

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## Reevaluating Successful Franchisees Characteristics

Zalena Binti Mohd<sup>a</sup> & Zahira Binti Mohd Ishan<sup>b</sup>

<sup>a</sup>Faculty of Business, Management & Professional Studies, MSU, Malaysia

<sup>b</sup>Faculty of Economic and Management, UPM, Malaysia

Email of corresponding author: zalenamohd@gmail.com

### Abstract

This paper presents the literature reviews of a study that evaluate and identify the criteria of a successful franchisees in Malaysia. The report can be adopted by the franchisors in determining the best candidate for the franchise business. A systematic review was conducted to explore and to gather the findings from the empirical journal articles. Articles from 1997 to 2016 were included and analyzed. This method gave a thorough understanding of the franchisee criteria that contributed to the success factors from various perspectives. The findings indicates that entrepreneurial capacity, professional experience, motivation and financial capacity had given direct impact towards determining the best criteria for the sales performance and franchisee success. In addition, personal franchisee characteristics are important for the franchise business success. Result from this study is expected to contribute and to add on to the body of literature on the above subject matter. The author contend that this paper would significantly provide a practical framework for franchisors in the selection process of franchisees.

Keywords: Franchisees, entrepreneurial capacity, professional experience, motivation and financial capacity.

### 1. Introduction

Franchising is a business model, in which a franchisee is granted the right to engage in offering, selling, or distributing goods or services under a marketing system which is designed by the franchisor (McKelvie & Wiklund, 2010; Justis & Judd, 2003). The franchisor permits the franchisee to use the franchisor's trademark, name and advertising (Michael & Combs, 2008; Kostecka, 1987).

Effects of franchising in the world are extensive and important. Franchising has helped the business development and growth strategy in various context around the globe (Rahatullah & Raeside, 2009). Franchising's endurance and success may be due to the fact that, organizationally, it represents a cooperative cooperation (Dant & Grunhagen, 2011; Hoffman & Preble, 2003). The success of the franchise business depends on the cooperation of two entrepreneurs (franchisor / franchisee) in order to be successful (Davies, Lassar, Manolis, & Prince, 2011; Shane & Hoy, 1996). Selecting the right partner is vital for the success of relationships (Hurtado & Cataluna, 2011; Rahatullah, Raeside 2009). Robust studies are necessary to help to identify the best franchisee characteristics that best match the needs to be successful.

It is important to recognize that all franchises are not the same, any more than all shops are the same. Even within the same industry, each franchise will be set up differently. It will have different business systems, different cost structures, different support services for franchisees and, above all, different people - both as franchisors and franchisees. Thus it gives us the more reason to scrutinize the franchisee characteristics that in return will be able to facilitate the franchise industry to grow bigger and more successful.

This paper evaluates franchisors preferences about franchisees. Specifically, the objective of this study is to identify the characteristics that form the franchisee profile preferred by the franchisors. Thus, this paper seeks to compile the findings from previous studies. The method used; the franchisee profile was

grouped and categorized according to the common characteristics and dimensions. Then this paper addresses the questions of the best characteristics that best suit the franchise business.

## 2. Successful franchisee

Success of a franchisor relies intensely on the utilization of a systematic selection process to carefully guarantee the selection of good potential franchisees (Hurtado & Casas, 2011; Olm, Eddy, & Adaniya, 1988). The franchise business may not be fit for all businesspeople. Some enter the franchise business and make greater influence to the success of their brand and system and some fail in their tasks (Sarasvathy & Venkataraman, 2011; Jambulingam & Nevin, 1999). Hence to ensure the right criteria for the franchisees is critical for the continuation and sustenance of the franchise business.

According to Eliango & Fried (1997), studies on franchisee criteria in franchise business should be more prescriptive rather than descriptive. Empirical research has demonstrated a clear bias towards descriptive research over prescriptive research. These studies leave a gap in determining how franchisors should select franchisees. Analysis of the studies shows that there is apparently little consensus among franchisors about the ideal franchisee (Gaul, 2014; DeCeglie, 1993). Candidates with vast experience in businesses or management has been the criteria in selection process, whereas others do not place this as their priority. Many franchisors will select franchisees that have no previous experience in the industry (McCosker & Frazer 1998 & Mendelsohn 1993) because they feel that it will be easier to mold these franchisees into the system (Muina & Lopez, 2007; Frazer, 2001). Therefore, the study of the personal and business characteristics of a franchisee is vital to understand the success of the franchise business especially in Malaysian context.

We discover only a handful of literatures discussing in detail the personal and/or business characteristics of a franchisee in this study. Table 1 below provides the primary objectives of successful franchisees from each of the article reviewed, which would assist us understand the scope of previous studies undertaken on this matter.

Table 1. Successful franchisee primary objectives.

Author	Primary objectives
Morrison, A.K (1997)	Examine the influence of franchisee job satisfaction and personality dimensions and intention to remain.
Jambulingam, T & Nevin, J.R (1999)	Appropriate selection criteria can improve the efficiency of the contractual relationship.
Lim, J (2004)	Collaborating franchisor-franchisee roles and competencies
Doherty & Alexander (2004)	Retail franchisors criteria ie right chemistry
Sivakumar, A. & Schoormans, J (2011)	Determine franchisee selection as a key ingredients in clinical franchising success.
Hurtado, R, Casas, G, Cataluna, F.J. (2011)	Identify and rank the characteristics of the franchisee profile preferred by franchisors in the service industry.
Altinay, L, Brookes, M & Aktas, A (2013)	Identify and evaluate the partner selection approaches, processes and criteria use by tourism franchisees to select their franchisor partners.

## 3. Methodology

### 3.1 Meta-analysis

This study used Meta-analysis to analyze and summarize the findings of previous articles from 1997 to 2016. This method help to give a better understanding of the successful franchisees characteristics. Meta-analysis is defined by Merriam Webster dictionary as a quantitative statistical analysis of several separate but similar experiments or studies in order to test the pooled data for statistical significance. Thus, the meta-analysis is about analysis and summarize from prior research (Cheung & Slavin, 2013; Creswell, 2003). In short meta-analysis will enhance the literature review to be more systematic and helps

researchers to answer the research question in the current study (Talib, Rahman, & Qureshi, 2013; Jitpaiboon & Rao, 2007)

### 3.2 Sample

The sample of literature used was obtained through a secondary sources of library based research with key words such as Successful, franchisees, characteristics, entrepreneurial capacity, professional experience, motivation and financial capacity. Journals in the areas of marketing, marketing management and general management were examined. The list of journals included in this study are Journal of small business management, Journal business venture, Journal of business research, Service business, Journal of service marketing, European journal of marketing, Journal of business venturing, Journal of retailing and consumer service and Journal of business and management.

These papers were examined carefully, where conceptual and case study paper were excluded. Data were collected from papers that are published from 1997 to 2016. The article proceeds with a brief review of the literature on franchisee characteristics, after which we developed and grouped the franchisee profiles based on a common characteristics and dimensions. We then describe the data, methods and result, after which we offer our conclusions.

## 4. Findings and Discussion

### 4.1 Dimensions of Successful franchisees characteristics

The compilation of different studies on characteristics of franchise profile.

Table 2: The details of studies reviewed in franchisees characteristics

Author	Characteristics
Morrison, A.K (1997)	Performance, organizational commitment, congeniality of franchisor relations.
Jambulingam, T & Nevin, J.R (1999)	Franchisees' <b>financial capability</b> , <b>experience</b> and management skills, demographic characteristics, attitude toward business dimensions
Lim, J (2004)	Competencies required by franchisors: Experience, knowledge, skills, attitude. Competencies required by franchisees: <b>Financial capabilities</b> , <b>motivation</b> , managerial skills, possess business acumen.
Doherty & Alexander (2004)	<b>Financial stability</b> , attitudes & personal characteristics.
Sivakumar, A. & Schoormans, J (2011)	Objective factors; <b>financial capability</b> , <b>professional qualification</b> , presence of viable market, space availability, and qualified human resources availability. Subjective factors; business acumen, local market knowledge, practical intelligence, computer literacy, & family/social support.
Hurtado, R, Casas, G, Cataluna, F.J. (2011)	<b>Professional</b> , entrepreneurs
Altinay, L, Brookes, M & Aktas, A (2013)	Task related criteria: <b>Financial resources</b> , natural resources, technological resources, culture, distribution channel & product. Partner related criteria: Past association, partner status, reputation, trust.

This list does not claim to be exhaustive

Table 2 suggest that there would be a significance impact of right combinations of franchisee characteristics to ensure the success of the franchise business. Among the criteria of franchisee from table 2 are:

1. Entrepreneurial Capacity
2. Professional Experience
3. Motivation
4. Financial Capacity

There is a generalized agreement about the importance of a suitable selection of franchisees for the success of the franchisor-franchisee relationship. Hence, the analysis and study to reevaluate the characteristics of a good franchisees is a key aspect for the success of franchise business as discussed below:

1) **Entrepreneurial capacity**

Franchise firm, in particular, face uncertainties in terms of business model, competitors, customers, and overall viability. Thus entrepreneurial capacity as criteria of franchisee is crucial to ensure potential franchisees are fully aware of the business risk that they are venturing in. Entrepreneurial capacity is the capacity and willingness to develop, organize and manage a business venture along with any of its risks in order to make a profit. The most obvious example of entrepreneurship is the starting of new businesses.

In economics, entrepreneurial spirit is characterized by innovation and risk-taking, and is an essential part of a nation's ability to succeed in an ever changing and increasing competitive global marketplace (Business Dictionary, 2016). However it is suggested that physical dispersion of outlets and the value of brand name will increase the entrepreneurial capacity (Combs, Michael, & Castrogiova, 2004; Norton, 1988). It appears that candidates with entrepreneurial capacity is expected to have a strong will power to move on with the business especially when the business are facing a difficult time or at the peak for growth and expansion.

2) **Professional experience**

Another desirable characteristic for the franchisee profile, professional experience. Familiarity with a skill or field of knowledge acquired over months or years of actual practice and which, presumably, has resulted in superior understanding or professional is person formally certified by a professional body of belonging to a specific profession by virtue of having completed a required course of studies and/or practice. And whose competence can usually be measured against an established set of standards (Business Dictionary, 2016). Thus this characteristics means that the candidate should have knowledge of the necessary management tools required for the successful development of the franchise business.

According to Avande UK's general manager (2017), work experience provides many benefits, giving skills and experiences that will allow franchisee to stands out and it cannot be taught in the classroom. Furthermore professional experience equips franchisee with soft skills such as team working, communication skills and commercial awareness.

3) **Motivation**

Franchisor demands franchisee to be with high motivation level. Motivation is internal and external factors that stimulate desire and energy in people to be continually interested and committed to a job, role or subject, or to make an effort to attain a goal. Motivation results from the interaction of both conscious and unconscious factors such as intensity of desire or need, incentive or reward value of the goal, and expectations of the individual and of his or her peers. These factors are the reasons one has for behaving a certain way (Business Dictionary, 2016). Therefore, people who have a strong character are required, ready to



assume responsibilities and to manage difficult situations and, essentially, dedicated full time to the franchisee unit.

An article written by Samiksha, S, Five importance of motivation in business highlighted that poorly motivated people can nullify the soundest organization. Motivation will drive one's ability to do work and boost performance level. Moreover they are more willingly to meet the business KPIs and be able to reduce the rate of turnover and accelerate the franchisees business success.

4) **Financial capacity**

In addition, a person with financial capacity is desired. Financial capacity is the maximum level of output that a company can sustain to make a product or provide a service. Planning for capacity requires management to accept limitations on the production process (Investopedia, 2016). All franchisees should have a financial level of required initial investment. It is indicated that analysis of the franchise business need to be done carefully. Even if the business is profitable, it can still fail if its customers have not paid on time and it runs out of money to pay its own bills when they fall due. Understanding the difference between cash flow and profit can mean the difference between surviving and failing. Likewise with reinvesting in the business – a failure to do so progressively could eventually result in massive reinvestment works that can lead to franchisee failure.

**4.2 Outcomes of Franchisees characteristics**

An efficient contract between a franchisor (principal) and a franchisee (agent) can be established by the use of selection criteria. Franchisors can use franchisee selection criteria as a determinant in recruiting the best future franchisees. Becoming a franchisee involves more than being financially stable or professionally qualified. Attentions on franchisees personal characters need to be reevaluated.

Attitude towards business dimensions such as innovativeness, desire for personal development, personal commitment to the franchise business and business risk taking is equally important. Successful franchisee is emotionally more stable. They exhibits a higher degree of shrewdness, displayed higher self-esteem and were more compliant (Von & Kasselman, 2002). Hence franchisee personal characteristics is indeed crucial for a successful franchise business.

**5. Conclusion**

The success of the franchise has strong correlation with the quality of franchisees involved in the network and their characteristics. Therefore, the selection of franchisees can be a big challenge for franchisors. The major findings derived from this study showed that franchisee selection takes serious consideration towards franchisee characteristics; entrepreneurial capacity, professional experience, motivation and financial capacity. However franchisee selection is a multidimensional activity involving several key stages such as profitability, brand name, operations support as decision making criteria while selecting the best franchisees (Vaishnav & Altinay, 2009). Every franchisee should fulfill some minimum requirements. Before they can be accepted in the business.

In addition, a person with a professional experience is desirable. It means that the franchisee should have knowledge of the necessary professional and management skills required for the successful development of the franchise business.

In conclusion, reevaluating successful franchisees characteristics have proven to be important in the franchising business. Satisfaction among franchisor-franchisee is critical in determining the quality of franchising relationship. By establishing the right franchisees characteristics during the selection process therefore, increase the level of franchisees success and satisfactions.

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# The Impact of Supply Chain Practices on Sme Companies in Melaka

Nurshamimah Samsuddin<sup>a</sup>, Maliza Mohd Nor<sup>a</sup>, Masri Sulaiman<sup>b</sup>, Aini Qamariah Mohd Yusof<sup>c</sup>,  
Shahariah Osman<sup>c</sup>

<sup>a</sup>Multimedia University, Malaysia

<sup>b</sup>Honda Malaysia Sdn. Bhd., Malaysia

<sup>c</sup>MARA University of Technology

Email of corresponding author: [nurshamimah.samsuddin@mmu.edu.my](mailto:nurshamimah.samsuddin@mmu.edu.my)

## Abstract

The supply chain has become crucial day by day. This is due to supply chain practices are giving the impact for the organization performance. The purpose of study is to find out the impact of supply chain practices on organization performance focusing SME companies. Based on previous researcher, there are four variables namely postponement, information sharing, strategic supplier partnership and customer relationship has been used to measure the organizational performance. There are 200 questionnaires been send out to the respondent who are currently work in SME. Based on the data collected the results show significant relationship between the supply chain practices and SME companies performance through the tested variables. At the end of the study, researcher has put some recommendations to improve the quality of future research in this area.

Keywords: Supply chain practices, SME, postponement, organization performance

## 1. INTRODUCTION

Supply chain management are the key factor to give the organization to improve the organizational performance and also to gain the competitive advantages. According to (Boon-itt and Paul, 2006; Mortensen et al., 2008; Azadi, et al., 2014), supply chain management has provided organization to build long-term competitiveness with the strategies. In other word, supply chain is the activities for sending goods from the raw-material stage through to the end user. From the finding, can understand the supply chain management are become an important relationship between organization performance. According to (Power, et al., 2001; Moberg, et al., 2002; Childhouse and Towill, 2003), the organization need to understand the concept and the supply chain practices for achieving the competitiveness and increasing the profits of the company. The objective of supply chain practices is to combine flow of information to be utilize supply chain become a productive for staying competitive.

### 1.1 PROBLEM STATEMENT

According to (Demissie, 2015), some products were over stocked, expired, damage and obsolete that eventually increase carrying cost were some of the effects in inventory control. The study revealed that lack of specific time or date for stock taking exercise and discrepancies between actual and physical stock balances were some of the effects of stock audit practice. The study also revealed that unavailability of fully computerized system all over the organization, lack of specific time or date for posting stock records, lack of adequately trained staff hinders effective performance of the organization. The researcher recommends that cumbersome rules and reliance on rigid rules and policies that slow down procurement process should be avoided; current inventory control practices and procedures need to be reviewed and redesigned. The management should stay up-to-date on inventory carrying cost. Only qualified and adequately trained personnel should be involved in stock control. In the past, inventory control was not



seen to be necessary. In fact excess inventories were considered as indication of wealth. Management by then considered over stocking beneficial. Managers, now more than ever before, need reliable and effective inventory control in order to reduce costs and remain competitive (Closs, 1989). In Malaysia the main of GDP contribution is come from manufacturing. Malaysia is already transforming in to industrial economy. The supportive government policies have made a highly competitive manufacturing and export base in Malaysia. So, a lot of foreign investor will shift their investment to the low-cost country such as Indonesia, Thailand, China and so on. If Malaysia firm want to remain the competitive, Malaysian firm need to improve their supply chain and rely less on manufacturing. Malaysian government are mention the Malaysia firm must attention the supply chain management practices into their industries, because it can let Malaysia industries attractive more foreign investor come to invest in Malaysia firm.

## **1.2 RESEARCH OBJECTIVES**

- a) To study the relationship of supply chain practices and their role in SME performance.
- b) To investigate the impact of supply chain practices towards the SME performance.

## **1.3 SIGNIFICANT OF THE STUDY**

This research contributes to the growing body of knowledge in supply chain management theory specifically on the antecedents and outcomes of its practices towards the oeganization performance. First, this research extends the idea on this issue as there a lot of research had been done in the past to test on various aspect of supply chain management specifically on its practices in Malaysia. It is too much frequent we heard the SME voice out on this issue especially in bearing a lot of loss due to improper practices. It is expected that, by publishing this research that in the year future SMEwill be able to apply the best practices in supply chain to improve their organization performance.

This research may give huge impact to SME in putting such standard operating procedure or criteria to appointed contractor in ensuring the supply of materials can be reach on time. In another hand, this may save both SME and their practices. Another perspective to be put forward, it helps other researcher to had another opinion on the supply chain practices.

## **2.0 LITERATURE REVIEW**

In the study of Supply chain management practices is a set of activities. The activities is want to promote effective management in the organization by supply chain. The dimension of the SCM practices have 5 of dimension which include strategic supplier partnership, customer relationship, information sharing, quality, internal lean practices and postponement. Strategic supplier partnership role as relationship between the organization and supplier in the long-term relationship. The information communicated between partner where the accuracy, adequacy, and timeliness, this is under the information sharing and also refer to the quality of information. Customer relationship are key role of building the long-term relationship with the customer, and fulfil the customer satisfaction. Other than that, the postponement is the delayed differentiation of product on the supply chain (Kant, 2016). The previously researchers was found that they have a positive relationship between SCM practices and organization performance with the effect of the supply chain role (Abdallah, Obeidat and Aqqad, 2014).

Organizational performance is measures companies to focus what their need to improvement by assessing how well work is done in terms of cost, quality and time. In dense competitive global market, the organizational performance measurement has become important for whose company want to survive in nowadays market. Organization performance is mean the ability to achieve the target and financial goals (Yamin, Gunasekaran and Mavondo, 1999). The customer service and satisfaction, product quality,

learning and innovation is important inside the qualitative indicators (Škrinjar, Vukšić and Štemberger, 2008).

According to (Kant, 2016), the organization readiness is the key of successful postponement implementation. Beside that if the management are not willing want to take risks for implement changes and adjusted, they will lost the benefit of postponement. Beside that the delaying in the product customization activity also inside the postponement (Hodge, 2012). Hence, The most significant challenges to give the organization when want to implement the postponement which is supplier and customer. The finding also mention that, the suppliers and consumers is the key term for the postponement to become success (Kant, 2016).

Customer relationship involves about managing customer complaints, which mean how to find the solution to solve the problem of customer complaints. The customer relationship management is an component of supply chain practices. According to (Gopal and Steve, 2007), customer relationship management tools can help the company analysis customer purchased habit. Customer relationship become important relationship between organization performance, it is because the customer-related activities become a fundamental for the company when the company want to enters a new geographical market for customer purposes (Oberg, 2014).

The information sharing are very important for the supply chain practices, through the information sharing company can more accurately to fulfil the changing requirements of the customer. If the information sharing are effective and efficient it can become a competitive advantages for the organization (Sundram, Chandran and Chandran, 2016). According to (Kembro and Selviaridis, 2015), the benefit of information sharing in supply chain. First, if the information sharing are effectiveness and efficiency, it can give accurately demand and also production decision. The other of benefit is can reduce demand uncertainty by information sharing. It also can let the company make a good business decision by well information are giving to the company.

Yoshino and Rangan (1995) mention that organization are to encourage the collaboration and advantages of key strategic such as products, markets and technology. In this way it can increase and enhance the organization performance. It has been support by (Mentzer, 2001), have mention that the supplier relationship is very important for manage well in the globalization. According to (Qrunfleh and Tarafdar, 2013), mention that strategic supplier partnership can improve the quality of supply and also the quality of supplier operation. Through the finding, if build a strong strategic partnership with supplier , the supply chain partner are more east to understand each other need, so it can reducing uncertainty and enabling a more flexible respond (Qrunfleh and Tarafdar, 2013). Hence the supplier not only applicable to the local supplier but also want to applicable to international supplier.

### **3.0 RESEARCH METHODOLOGY**

In this chapter, it will emphasize on the research questions, framework, data collection methods and data analysis methods.

#### **3.1 RESEARCH QUESTIONS**

- a) What are the relationship of supply chain practices and SME performance?
- b) How the supply chain practices impact the SME performance?

### 3.2 RESEARCH FRAMEWORK AND HYPOTHESIS



Figure 3.1: Research Framework

Hypothesis 1: There is a significant impact between information sharing and organization performance

Hypothesis 2: There is a significant impact between customer relationship and organization performance.

Hypothesis 3: There is a significant impact between strategic supplier partnership and organization performance

Hypothesis 4: There is a significant impact between postponement and organization performance

### 3.3 DATA COLLECTIONS METHOD

In this research paper, primary data will be collected by way of the questionnaire from the respondents. To observe the factors that impact the supply chain practices towards the SME companies, survey method is used. It is the most simplest and low-cost way to use to gather primary data. It is more convenience and ensure better understanding.

### 3.4 DATA ANALYSIS METHOD

Statistical Package for the Social Science (SPSS) is used to ran the analysis of survey that been completed by 150 respondents. Thus, Statistical Package for the Social Science (SPSS) will do the statistical data analysis like calculated the descriptive measures. Correlation analysis and regression analysis will be examined for those data was collected.

### 4.0 FINDINGS

In the previous chapter, the information of the research method used in this research study is performed and the results of the data analysis are presented in this chapter. A total 150 sets of surveys questionnaire had been distributed to all SME companies in Melaka. This study has 150 sets of data to be analyzed.

### 4.1 MODEL SUMMARY

#### 4.1.1 Realibility Analysis

Table 1: Summary of realibility test

Variables	No. of items	Cronbach's Alpha
Startegic supplier relationship	5	0.671
Customer relationship	5	0.604
Information sharing	5	0.614
Postponement	4	0.751
Organization performance	5	0.744

Table 1 summaries the value of Cronbach's Alpha for each variables. The value of Cronbach's Alpha for postponement is the highest which is 0.751 and above 0.7 thus shows that the variable has very good reliability. In this study, the independent variables have good reliability because the Cronbach's Alpha of these variables is more than 0.6. The least value of Cronbach's Alpha is the customer relationship which is 0.604 but it is also higher than 0.6. Therefore, both of the dependent variable and independents variables are reliable to be used for this study.

#### 4.1.2 Pearson's correlation analysis

Table 2: Pearson's correlation analysis

	SSP	CR	IS	PP	OP
SSP	1				
CR	.467**	1			
IS	.372**	.407**	1		
PP	.252**	.340**	.485**	1	
OP	.427**	.454**	.518**	.417**	1

Table 2 showed the results of means, standard deviations and correlation analysis of study variables. An analysis of the correlation for the relationship between dependent variable and the independent variables i.e. strategic supplier partnership ( $r = 0.427$ ,  $p < 0.01$ ), customer relationship ( $r = 0.454$ ,  $p < 0.01$ ), information sharing ( $r = 0.518$ ,  $p < 0.01$ ) and postponement ( $r = 0.417$ ,  $p < 0.01$ ) and the impact on the supply chain practices are revealed statistically significant and positive correlation.

#### 5.0 CONCLUSION

The independent variables are tested in this research are significant due to the all  $r$ -value all within range. Thus, all variables have a great effect towards delay in project completion.

#### 5.1 LIMITATION OF STUDY

The limitation of this research is the survey part. Firstly, this survey is collected from the employee of SME. Some respondent they don't know the concept of the supply chain practices, so they cannot understand the questionnaire and cannot give a accurately answer for us. The respondent may simply fill up the questionnaire. The other limitation have been face is some SME don have the supply chain management, So the employee of that company cannot answer the question correctly. For higher job position worker can giving more accurately answer for us but for some lower job position worker may not provide a efficiency answer to us. It is because they lack of knowledge on the supply chain management.

#### 5.2 RECOMMENDATION

Perhaps for future research, researcher could expand the sample size and cover respondent from another states to obtained more accurate data. Besides that, questionnaire should be prepared in multiple language to help the better understanding for the respondent.

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## Anthropology & Sociology

### Faktor-Faktor Kejayaan Pegawai *Undercover* Suruhanjaya Pencegahan Rasuah Malaysia dalam Penyiasatan Kes Rasuah

Mohd Saud Ayutollah Abdul Manan & Rahimah Abdul Aziz

Universiti Kebangsaan Malaysia, Malaysia

Email of corresponding author: msayutollah@gmail.com

#### Abstrak

Kegiatan jenayah bersindiket yang semakin berleluasa di Malaysia menyebabkan agensi penguatkuasaan di Malaysia khususnya di Suruhanjaya Pencegahan Rasuah Malaysia menggunakan pendekatan *Intelligence Based Investigation* melalui operasi *undercover*. Kesukaran dalam menjalankan siasatan secara terbuka menyebabkan pegawai *undercover* diperlukan. Hal ini kerana pendekatan *undercover* membolehkan penyamaran dibuat dalam aktiviti penyusupan ke dalam persekitaran sindiket. Isu berkaitan dengan perisikan dan penggunaan *undercover* jarang dibincangkan kerana dianggap sebagai rahsia. Kegagalan dalam pemilihan pegawai *undercover* adalah salah satu penyumbang kepada kegagalan operasi. Persoalan yang timbul, adakah kejayaan pegawai *undercover* dalam penyiasatan kes rasuah disebabkan oleh pembawaan identiti yang berkesan?. Oleh itu kertas kerja ini akan membincangkan faktor-faktor kejayaan pegawai *undercover* dalam penyiasatan kes rasuah. Kajian ini telah dijalankan di SPRM dalam kalangan 10 orang informan yang dipilih melalui kaedah pensampelan bertujuan. Secara umumnya, kajian ini mendapati kejayaan pegawai *undercover* dalam penyiasatan kes rasuah adalah disebabkan oleh beberapa faktor. Antaranya ialah minat yang mendalam terhadap tugas yang diberikan boleh mempengaruhi sikap, kemahiran dan pengetahuan seseorang pegawai *undercover*. Selain daripada itu, tahap motivasi yang tinggi boleh mendorong kepada prestasi kerja yang lebih positif terhadap tugas, tahap integriti dan disiplin yang tinggi semasa menjalankan tugas penyiasatan. Malah pengalaman yang luas dalam operasi turut mendorong kepada kejayaan dalam penyiasatan kes rasuah. Selain daripada kawalan dalaman yang baik dan sokongan yang diterima daripada Jabatan, pemilihan pegawai *undercover* yang sesuai turut memberi kesan terhadap kejayaan operasi. Secara kesimpulannya kejayaan operasi *undercover* bergantung bukan sahaja kepada faktor sendiri tetapi juga kepada faktor persekitaran dan sokongan daripada agensi berkaitan.

**Kata Kunci:** Pegawai *undercover*, Rasuah, Jenayah bersindiket

#### 1. Pengenalan

Dalam kepesatan pembangunan negara untuk menjadi sebuah negara yang maju dari segi ekonomi, Malaysia tidak terlepas daripada ancaman dan masalah rasuah. Terdapat golongan yang berkepentingan dan mempunyai agenda terlibat dalam aktiviti rasuah, salah guna kuasa dan penyelewengan sehingga menyebabkan berlakunya ketirisan dana negara. Akhir-akhir ini banyak dipaparkan di media massa tentang kejayaan Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) berhubung dengan tangkapan kes rasuah. Peningkatan tangkapan melibatkan penjawat awam, pegawai agensi penguatkuasa, ahli politik, pegawai berprofil tinggi di dalam kes-kes yang melibatkan jenayah terancang serta perolehan awam menurut statistik yang dikeluarkan oleh SPRM. Statistik tangkapan tahun 2012 sehingga 2016 menunjukkan peningkatan yang ketara berbanding tahun-tahun sebelumnya. Peningkatan kadar tangkapan disebabkan oleh penambahbaikan dalam kaedah penyiasatan. Sebelum ini kaedah penyiasatan konvensional digunakan iaitu melakukan penyiasatan melalui hasil maklumat atau aduan orang awam. Kaedah ini dilihat kurang efektif kerana kurang bukti yang diperolehi akibat persekitaran jenayah rasuah yang semakin kompleks mengikut peredaran masa. Pada masa ini jenayah

rasuah merupakan sindiket jenayah terancang dan melibatkan rangkaian individu dan kumpulan (Seng Chuan, 2011). SPRM telah menggunakan pendekatan yang lebih proaktif untuk mengatasi jenayah rasuah. Kaedah penyiasatan yang lebih proaktif ini dikenali sebagai siasatan berasaskan risikan (*Intelligence Based Investigation*). Melalui pendekatan tersebut, SPRM telah menjalankan operasi *undercover* untuk mendapatkan bukti-bukti kesalahan rasuah dan seterusnya berjaya membuat tangkapan serta pertuduhan. Dua faktor utama yang menjadi penyumbang kepada kejayaan pegawai *undercover* dalam penyamaran dan aktiviti penyusupan yang dikenal pasti adalah faktor sendiri dan faktor persekitaran operasi. Faktor sendiri dan persekitaran dilihat sebagai faktor dominan yang menjadi penentu kejayaan seseorang pegawai *undercover* dalam menjalankan tugas.

## **2. Permasalahan Kajian**

Pegawai *undercover* dilihat sebagai salah satu elemen yang penting dalam tugas penyamaran untuk aktiviti penyusupan. Pegawai *undercover* yang melakukan aktiviti penyusupan perlu melakonkan watak dan menjalankan peranan sebagai individu baru yang mungkin bertentangan dengan sifat sebenar serta berbeza dengan kerja hakiki sebagai penjawat awam dan sebagai pegawai siasatan SPRM. Kaedah *Intelligence Based Investigation* (IBI) yang digunakan melalui operasi *undercover* memerlukan seorang pegawai siasatan yang kompeten untuk menggalas tugas sebagai pegawai *undercover*. Tugas tersebut memerlukan seorang pegawai yang mempunyai kemahiran dan pengetahuan yang baik dalam melakonkan watak di samping mempunyai sikap yang sesuai. SPRM turut menyediakan kawalan dalaman dan memberi sokongan jabatan sepenuhnya untuk setiap operasi *undercover* bagi memastikan kejayaan operasi. Walau bagaimanapun kejayaan seseorang pegawai *undercover* menjalankan tugas *undercover* banyak bergantung kepada sikap, pengetahuan dan kemahiran yang ada pada dirinya. Berdasarkan rekod di Bahagian Perisikan SPRM, didapati masih terdapat kegagalan dalam operasi *undercover* walaupun SPRM telah menyediakan keperluan operasi yang mencukupi seperti kewangan, sumber manusia dan mekanisme kawalan dalaman yang mantap. Terdapat pegawai *undercover* yang gagal dalam operasi *undercover* walaupun pegawai berkenaan mempunyai reputasi yang tinggi dalam kerja-kerja *undercover*. Walaupun sokongan daripada pihak Jabatan untuk mana-mana operasi adalah sama tetapi kemampuan pegawai *undercover* adalah berbeza. Kegagalan pegawai *undercover* dalam operasi boleh memberi impak yang besar kepada keselamatan pegawai dan kerahsiaan operasi. Justeru itu, kajian berkenaan dengan pemilihan pegawai *undercover* dan kejayaan serta kegagalan pegawai *undercover* dalam operasi *undercover* perlu dikaji dengan lebih mendalam. Berdasarkan permasalahan yang dibincangkan, satu kajian perlu dilakukan untuk melihat faktor kejayaan pegawai *undercover* dalam penyiasatan kes rasuah.

## **3. Metodologi Kajian**

Menurut Cohen dan Manion (dlm. Othman Lebar 2006) menjelaskan, metodologi sebagai pendekatan yang digunakan dalam penyelidikan bagi mengumpul data. Justeru itu, kajian ini menggunakan pendekatan kualitatif dengan menggunakan kaedah temu bual mendalam bagi mendapatkan maklumat dan memenuhi kajian. Kaedah ini dianggap sesuai kerana melibatkan konsep, teori dan perkara-perkara yang difikirkan subjektif. Perkara-perkara ini sukar diukur atau dinilai dengan kaedah kuantitatif. Hubungkait antara sikap, pengetahuan dan kemahiran serta pengalaman terhadap watak yang dibawa cuba dirungkaikan melalui temu bual mendalam terhadap informan yang terdiri daripada pegawai *undercover* SPRM.

### **3.1 Informan**

Kajian ini telah mendapat kebenaran daripada SPRM dan Bahagian Perisikan untuk mendapatkan maklumat berkaitan operasi di Unit Rekod di Bahagian Perisikan. Maklumat awal berkaitan informan diperoleh daripada informan utama yang dikenal pasti di Bahagian Perisikan seperti temu bual bersama Pengarah dan Ketua Cawangan yang melaksanakan operasi *undercover*. Selain daripada Pengarah dan Ketua Cawangan, informan utama seperti Pegawai Kes dan Pegawai Pengendali *Undercover* turut

ditemu bual bagi mendapat maklumat berkaitan pegawai *undercover* yang dipilih sebagai informan. Kajian melibatkan 10 orang pegawai siasatan SPRM yang pernah terlibat dalam operasi *undercover* sebagai sampel kajian. Kesemua pegawai *undercover* yang ditemu bual telah mendapat kebenaran daripada Pengarah Bahagian Perisikan sebelum pertemuan dibuat. Kesemua pertemuan yang dijalankan untuk proses temu bual dilakukan di lokasi-lokasi yang bersesuaian dan dirasakan selamat. Terdapat informan yang ditemu bual menetapkan lokasi temu bual kerana masa temu bual dijalankan, informan berkenaan terlibat dalam operasi *undercover*.

### **3.2 Kaedah Mendapatkan Data dan Maklumat**

Kaedah yang digunakan dalam kajian ini ialah temu bual mendalam. Kaedah temu bual mendalam dipilih kerana kaedah ini boleh membantu secara intensif dan boleh memberikan maklumat yang terperinci berkaitan dengan kes yang dikaji (Bryman, 2004). Secara purata informan telah ditemu bual sebanyak tiga kali dan setiap temu bual mengambil masa lebih kurang dua jam bagi mendapatkan maklumat daripada mereka.

#### **a) Temu bual mendalam dan pemerhatian tidak ikut serta**

Temu bual mendalam melibatkan 10 orang pegawai *undercover* yang dipilih menggunakan kaedah pensampelan bertujuan. Temu bual ini dilakukan sekurang-kurangnya tiga kali dengan setiap orang informan. Sesi temu bual ini dilakukan di tempat yang selamat dan tidak membahayakan informan dengan menggunakan soalan berstruktur dan tidak berstruktur. Penyelidik meminta izin daripada informan untuk merakam dan mencatat isi perbualan informan. Pita rakaman dan nota catatan digunakan dalam kajian ini bagi merakam maklumat daripada perbualan informan. Temu bual turut melibatkan informan utama seperti Pengarah, Ketua Cawangan, Pegawai Kes dan Pegawai Pengendali *Undercover*.

### **3.3 Analisis Data**

Setiap data yang diperoleh daripada kaedah temu bual digabungkan dan ditranskripkan untuk mendapat dapatan yang lebih mendalam dan mempunyai kesahan. Selepas proses transkrip, data-data tersebut disusun atur ke dalam bahagian dan dikodkan. Setiap data yang telah diperoleh diinterpretasikan mengikut tema-tema yang berkaitan dengan tajuk kajian. Data-data tersebut dipersembahkan secara deskriptif.

## **4. Dapatan Kajian**

Dapatan kajian menunjukkan dua faktor utama yang boleh dikategorikan sebagai penyumbang kepada kejayaan pegawai *undercover* iaitu faktor sendiri dan faktor persekitaran.

### **4.1 Faktor Kendiri**

Kejayaan seorang pegawai *undercover* melakukan tugas-tugas penyusupan bergantung kepada diri pegawai tersebut menjalankan tugasnya. Beberapa perkara asas diperlukan seperti sikap, pengetahuan dan kemahiran dalam penyamaran pegawai *undercover*. Kebiasaannya perkara yang mempengaruhi seseorang sama ada positif atau negatif adalah pengalaman yang pernah ditempuhi, tahap pencapaian akademik, pengaruh ibu bapa, keluarga atau latar belakang sosio ekonomi.

#### **i) Sikap**

Dalam kajian ini mendapati terdapat sembilan elemen sikap yang dinyatakan oleh informan yang menyumbang kepada kejayaan pegawai *undercover*. Antaranya adalah sikap berfikir terbuka, merendah diri, sabar, bertanggungjawab, jujur, berani, ikhlas, berdisiplin dan personaliti yang baik.

Majoriti informan yang ditemu bual menyatakan sikap sebagai salah satu faktor yang membantu kejayaan mereka untuk menjalankan tugas dan tanggungjawab sebagai seorang *undercover*. Sikap merupakan



satu elemen yang penting kerana apabila sikap positif berada di dalam diri seseorang, ia mendorong untuk menjana gerak kerja bagi mencapai objektif operasi. Tanpa sikap positif, seseorang *undercover* dilihat sebagai kurang minat terhadap kerja dan tanggungjawab yang diberi. Seseorang pegawai *undercover* terikat kepada arahan dan etika serta perundangan yang telah diperuntukkan terhadap tugas yang dipertanggungjawabkan.

## **ii) Pengetahuan**

Kajian ini memperlihatkan pengetahuan yang ada pada diri pegawai *undercover* yang mendorong kepada kejayaan pegawai *undercover* untuk melaksanakan tanggungjawabnya. Pengetahuan merupakan maklumat yang diperolehi daripada pengalaman, pengadilan dan pemahaman tentang sesuatu nilai. Ia boleh dilihat sebagai satu rangka pemahaman dan kemahiran mental yang dibina oleh manusia (Clark & Rollo, 2001).

Majoriti informan menyatakan pengetahuan tentang operasi adalah paling utama dalam menjalankan kerja sebagai pegawai *undercover*. Apa jua perkara berkaitan operasi perlu diketahui agar pengurusan risiko dapat dibuat dengan baik. Informan menyatakan bahawa pengetahuan tentang perjalanan operasi amat penting. Pegawai *undercover* perlu tahu tujuan operasi, apa yang perlu dilakukan, sejauh mana tugas yang perlu dilakukan dan peranan yang perlu digalas. Apabila maklumat yang jelas diketahui, pegawai *undercover* bertambah keyakinan mereka untuk tugas-tugas penyamaran dan penyusupan.

Menurut Rusdi (2009), seseorang pegawai penyiasat mesti mempunyai pengetahuan berkenaan undang-undang kes yang disiasat kerana tindakan yang diambil olehnya adalah berpandukan kepada prosedur yang ditetapkan oleh undang-undang dan organisasi. Bahkan mereka perlu mempunyai pengetahuan yang menjadi panduan dan rujukan dalam membuat keputusan dalam siasatan. Majoriti informan menyatakan bahawa pengetahuan undang-undang membantu kejayaan dalam operasi *undercover*.

Berdasarkan pernyataan yang dibuat oleh informan yang ditemu bual, informan menganggap pengetahuan undang-undang adalah penting dalam menjalankan tugas sebagai pegawai *undercover*. Ini kerana undang-undang merupakan pedoman dalam penyiasatan. Setiap kes rasuah yang disiasat perlulah diketahui kesalahan di bawah akta yang berkaitan. Penggunaan alatan teknikal dalam penyiasatan adalah penting bagi merakam bukti-bukti kesalahan rasuah. Operasi *undercover* yang dijalankan memerlukan seseorang pegawai yang berpengetahuan dalam teknologi. Sekiranya pegawai tiada pengetahuan dalam penggunaan alatan serta kurang ilmu teknologi, akan menyebabkan kegagalan dalam mendapatkan maklumat transaksi jenayah rasuah atau amalan rasuah yang berlaku.

Alibi merupakan situasi di mana seseorang pegawai *undercover* menyediakan satu helah bagi mengukuhkan perbuatan dan perkara yang dilakukannya. Ada dalam kalangan informan yang menyatakan alibi yang dilakukan telah menyebabkan beliau mendapat kepercayaan dan sering diajak untuk berbual, justeru hal ini memudahkan kerjanya dalam operasi *undercover*. Berdasarkan temu bual dengan informan, seramai tiga orang informan menyatakan keperluan alibi adalah untuk menyelamatkan keadaan dan perhubungan. Pengetahuan tentang alibi mungkin disebabkan oleh pengalaman yang luas serta secara tidak langsung. Alibi juga merupakan satu cara untuk meyakinkan pihak yang disasarkan.

## **iii) Kemahiran**

Kemahiran merupakan satu elemen yang diperlukan oleh seseorang pegawai *undercover* dalam melakukan siasatan kes-kes rasuah. Setiap pegawai *undercover* mempunyai kemahiran masing-masing yang membantu dalam kejayaan operasi. Antara elemen-elemen yang terdapat dalam kemahiran pegawai *undercover* yang menyumbang kepada kejayaan operasi adalah kemahiran teknikal, psikologi, pembinaan helah dan alibi, komunikasi, kemahiran mengingat dan kemahiran mengadaptasi dalam

sesuatu persekitaran.

Dalam penyiasatan kes rasuah, kemahiran teknikal tertumpu kepada kemahiran individu dan kemahiran teknikal berpasukan. Bagi individu, kemahiran menggunakan alatan pada bila-bila masa khususnya dalam mendapatkan bukti-bukti kesalahan rasuah yang dilakukan.

Kemahiran psikologi khususnya dalam hubungan manusia akan membantu dalam mencapai maklumat atau kehendak. Bagi konteks jenayah, psikologi manusia adalah sukarnya mempercayai individu di sekeliling. Pegawai *undercover* yang menjalankan tugas dalam operasi *undercover* perlu mempunyai kemahiran psikologi bagi membolehkan usaha memasuki sindiket atau persekitaran sasaran berjaya. Dalam temu bual yang dijalankan menunjukkan beberapa orang informan menyatakan tentang kejayaan operasi berdasarkan penggunaan kemahiran psikologi ketika menjalankan tugas. Ada informan menyatakan kepentingan kemahiran psikologi untuk memastikan pihak sasaran dapat menerima kehadiran pegawai *undercover* tanpa rasa syak.

Alibi merupakan perkara yang penting bagi pegawai *undercover*. Setiap pegawai *undercover* perlu kemahiran melakukan alibi bagi memastikan pihak sasaran tidak mengesyaki dan merasa ragu kepada pegawai *undercover*. Dalam konteks Teori Dramaturgi alibi merupakan salah satu skrip dalam plot cerita yang memerlukan pelakon menghayatinya dengan baik. Alibi yang digunakan bersama-sama emosi, pergerakan badan dan penghayatan yang tepat menyebabkan penonton menerima lakonan tersebut.

Berdasarkan temu bual daripada informan, faktor kebolehan bertutur dalam bahasa asing atau bahasa ketiga membolehkan pegawai *undercover* berjaya memasuki sindiket dan seterusnya membantu mendapatkan maklumat dan bukti rasuah. Kebolehan membaca dan menulis serta bertutur dalam bahasa asing adalah satu kelebihan bagi kerja-kerja risikan. Pegawai *undercover* yang memiliki kemahiran berkenaan akan mudah untuk membawa watak dan peranan yang menggunakan bahasa berkenaan. Bahasa memainkan peranan penting dalam Teori Dramaturgi, apabila melihat konteks penonton, pelakon menggunakan bahasa tertentu dalam lakonan dan bergantung kepada jenis penonton.

## 4.2 Faktor Persekitaran

Faktor persekitaran yang dibincangkan adalah faktor-faktor luaran sama ada melibatkan hubungan manusia, budaya, kerjasama serta komunikasi pegawai *undercover* dengan pihak yang terlibat.

*Undercover Agent* (UCA) merupakan agen yang dilantik oleh Jawatankuasa *Undercover* untuk membantu operasi. UCA merupakan individu bukan dalam kalangan Pegawai SPRM yang kebiasaannya merupakan sumber utama dalam memberi maklumat. Selain daripada itu juga UCA memainkan peranan membawa UCO masuk ke dalam persekitaran sindiket. Peranan UCA itu kebiasaannya diambil alih UCO kerana UCA tidak mahu menanggung risiko lebih lama yang menyebabkan dia dalam bahaya.

Kajian yang dilakukan oleh Goffman (1974), telah mengklasifikasikan strategi *undercover* kepada dua dimensi. Strategi pertama adalah mengenal pasti sasaran dengan menggunakan informan bagi mengenalpasti sasaran terlebih dahulu. Strategi kedua adalah menggunakan peluang yang telah dirancang yang melambangkan seperti "*frame*" iaitu, penyediaan fizikal, prop, penawaran atau permintaan pihak sasaran, penampilan dan sikap diri. Peluang yang dirancang ini terdapat tiga ciri iaitu, *setting*, dorongan atau sokongan dan *notice*. *Setting* bermaksud penyediaan fizikal dan mental serta pengukuhan terhadap daya psikologi pegawai *undercover* termasuk pengetahuan tentang lokasi, pengurusan masa, kaedah spesifik yang perlu digunakan serta teknik yang sesuai. Sokongan pula merupakan satu dorongan iaitu elemen psikologi yang digunakan untuk menarik perhatian sasaran. Pegawai *undercover* perlu cemerlang dalam menyediakan penampilan untuk tugas-tugas penyusupan. *Notice* pula

bermaksud darjah kebolehan pihak sasaran mengsyaki pegawai *undercover*.

Budaya rasuah di persekitaran yang berleluasa membolehkan pegawai *undercover* mudah memasuki sindiket. Pihak sasaran melakukan jenayah rasuah secara terang-terangan kerana budaya rasuah yang sebat di lokasi tersebut. Kesemua informan menyatakan budaya rasuah yang telah sebat dengan sesuatu persekitaran menyebabkan sasaran tidak takut untuk melakukan aktiviti tersebut. Hal ini memudahkan pegawai *undercover* untuk mendapatkan bukti rasuah dan menyalurkan maklumat kepada pasukan operasi. Seterusnya dibincangkan elemen yang membawa kejayaan pegawai *undercover* iaitu kerjasama.

Dalam menjalankan operasi *undercover* kerjasama diantara pegawai *undercover* dengan pasukan operasi amat penting sejak dari awal hingga tamat operasi. Hubungan diantara Pegawai Pengendali *Undercover*, Pegawai Kes dan pasukan sokongan perlu keserasian dan kerjasama antara semua pihak menjadikan operasi mantap dan mengurangkan risiko kegagalan.

Kerjasama menurut informan adalah kerja secara berpasukan. Dalam operasi *undercover* UCO tidak melakukan kerja penyamaran dan penyusupan secara berseorangan. Ia dibantu oleh pasukan sokongan seperti pasukan risik, intipan dan teknikal. Kerjasama yang erat dalam pasukan boleh memberi dorongan kepada UCO untuk melakukan tugas dengan baik walaupun mengalami kesukaran. Kerjasama yang baik dapat mengurangkan risiko kegagalan operasi.

Elemen perhubungan dalam sesebuah operasi adalah satu perkara yang harus diambil perhatian. Tanpa perhubungan atau komunikasi yang baik operasi akan menghadapi masalah. Komunikasi bukan sahaja dari segi percakapan tetapi ia melibatkan arahan dari jauh yang memerlukan kefahaman dan tindakan yang tepat. Komunikasi juga boleh memotivasikan pegawai *undercover* dan pasukan dalam melaksanakan tugas. Majoriti informan menyatakan faktor komunikasi membantu memudahkan kerjanya sebagai UCO sehingga berjaya menamatkan operasi dengan baik.

Komunikasi yang dinyatakan oleh informan adalah merupakan hubungan baik antara pegawai *undercover* dengan pasukan operasi, terutamanya pegawai pengendali. Arahan atau *change of command* yang tepat dan jelas menjadikan hubungan itu baik dan memberi impak kepada gerak kerja pegawai *undercover*.

## **5. Kesimpulan**

Peningkatan tangkapan kes rasuah akhir-akhir ini adalah dibantu oleh kaedah penyiasatan IBI oleh SPRM. Secara umumnya, IBI adalah salah satu set penyiasatan yang sesuai untuk kes-kes bersindiket dan berprofil tinggi. Dengan menggunakan IBI, rangkaian sindiket secara keseluruhan dapat dikenal pasti dan pengumpulan bukti dapat dibuat. Proses pendakwaan lebih senang dihadapi dengan adanya maklumat dan bukti yang berkualiti dengan melihat gambaran jenayah secara menyeluruh. Namun begitu, pendekatan IBI ini mengambil masa untuk proses penyiasatan, kos operasi yang tinggi serta cabaran risiko yang dihadapi.

Kesimpulannya artikel ini membina satu asas untuk menghuraikan bagaimana kejayaan sesebuah penyiasatan melalui kaedah IBI dibantu oleh faktor sendiri yang ada pada seseorang pegawai *undercover*. Walaupun faktor persekitaran memainkan peranan dalam tugas seseorang pegawai *undercover*, beberapa elemen sendiri dilihat lebih dominan dan perlu ada pada bagi memastikan tugas penyamaran dan penyusupan berjaya dilaksanakan.

Faktor sendiri didapati menjadi kekuatan kepada pegawai *undercover* untuk menjayakan tugas risikannya dalam kes rasuah. Di samping itu juga faktor sendiri juga dapat menghindarkan pegawai

*undercover* untuk tidak terlibat dalam persekitaran jenayah yang boleh mempengaruhinya untuk terjebak. Jelas bahawa, sikap, kemahiran dan pengetahuan mempengaruhi kejayaan seseorang pegawai *undercover* dalam penyiasatan kes rasuah. Kajian yang dijalankan telah memberi jawapan bahawa faktor sendiri dan faktor persekitaran adalah faktor penentu kejayaan kepada seseorang pegawai *undercover* dalam penyiasatan melalui kaedah IBI.

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# Perkembangan dan Pencapaian Gerakan Wanita Era Pra Merdeka: Perbandingan Tanah Melayu dan Indonesia

Muhammad Rahimi Bin Hasan

Institut Kajian Malaysia dan Antarabangsa (IKMAS), Universiti Kebangsaan Malaysia (UKM), Malaysia.

Email of corresponding author: muhdrahimihasan@gmail.com

Pergerakan wanita di Malaysia dan Indonesia berasal-muasal dan membangun dalam konteks era pra merdeka iaitu perjuangan kemerdekaan tanah air. Oleh itu, kertas kerja ini bertujuan untuk membandingkan aspek-aspek gerakan wanita di Tanah Melayu dan Indonesia berkaitan feminisme dan nasionalisme pada era pra merdeka yakni kemunculannya, perkembangan dan pencapaiannya pada peringkat kebangsaan. Hal ini memandangkan fasa tersebut ialah dekad-dekad terawal gerakan wanita dalam dua buah komuniti Tanah Melayu dan Indonesia iaitu aktor utama yang boleh mewakili komuniti Nusantara atau Alam Melayu. Gerakan wanita ini dipertalikan melalui persamaan identiti; bahasa dan budaya serta perkongsian pengalaman sejarah sebagai tanah jajahan. Sehubungan itu, kertas kerja ini memiliki tiga objektif. Pertama bagi menjelaskan kebangkitan gerakan wanita yang berlandaskan semangat kebangsaan dan perjuangan anti kolonial. Kedua, menghuraikan sifat gerakan wanita yang wujud sepanjang perkembangannya pada era pra merdeka. Ketiga, menyorot pencapaian gerakan wanita di Tanah Melayu dan Indonesia sehinggalah tercapainya kemerdekaan tanah air. Daripada sudut metodologi, kajian ini dipandu berdasarkan rangkuman pendekatan yang dibincangkan oleh Landman (2000) iaitu (i) kajilidik perbandingan antara negara-negara secara kualitatif, (ii) perbandingan sejumlah kecil kes iaitu *binary comparison*, (iii) reka bentuk kajian *most similar system design* (MSSD) dan (iv) kajian berkait penentangan politik bukan secara kekerasan dan gerakan sosial. Jenis maklumat yang dimanfaatkan dalam kertas kerja ini ialah sumber primer dan sekunder. Dalam kajian perbandingan ini, didapati bahawa nasionalisme atau semangat kebangsaan semasa era pra merdeka di Tanah Melayu dan Indonesia amat signifikan dalam mencetuskan gerakan wanita, membentuk pola perkembangan dan struktur organisasi serta ideologi gerakan. Berdasarkan perbandingan antara gerakan wanita di Tanah Melayu dan Indonesia, didapati bahawa aspek cetusan dan perkembangan menunjukkan persamaan, sifat organisasi yang serupa dengan sekelumit perbezaan dan pencapaian gerakan sepanjang era pra merdeka yang menunjukkan perbezaan yang agak ketara daripada segi fokus isu wanita.

**Kata Kunci:** Feminisme; Nasionalisme; Gerakan Wanita; Tanah Melayu; Indonesia.

## 1. PENGENALAN

Gerakan wanita di Tanah Melayu dan Indonesia tercetus dan berkembang dalam persekitaran perjuangan kebangsaan era pra merdeka yang bertujuan menentang penjajahan sekali gus bagi membina negara bangsa. Dalam hal ini, Tanah Melayu dan Indonesia mencapai kemerdekaan tanah air pada tarikh 31 Ogos 1957 dan 17 Ogos 1945. Kemerdekaan bukan hanya bermaksud pembebasan sebuah bangsa terjajah daripada cengkaman kolonial British (Tanah Melayu) dan kolonial Belanda (Indonesia), bahkan bagi wanita ia bermakna suatu detik pengemansipasian wanita. Sehubungan itu, perjuangan gerakan wanita era pra merdeka harus diselidiki kerana ia menjadi acuan atau pencorak kepada gerakan wanita pada tahap pasca merdeka. Dalam kertas kerja ini, pengkaji berhasrat untuk membandingkan gerakan wanita di Tanah Melayu dan Indonesia daripada segi (i) kemunculan dan perkembangannya, (ii) sifat organisasi wanita dan (iii) tahap pencapaian. Perkara ini kerana di sebalik pertalian bahasa dan budaya antara kedua-dua entiti politik tersebut, isu hak wanita yang serupa, gerakan wanita di kedua-dua negara memperlihatkan tahap kemajuan yang berbeza. Melalui perbincangan ini, pengkaji tidak akan memperincikan aspek-aspek yang menjadi fokus perbandingan sebaliknya hanya menjelaskan aspek tersebut sekadar untuk memerihalkan secara ringkas tetapi padat mengenai persamaan dan perbezaan antara kedua-dua gerakan wanita di Tanah Melayu dan Indonesia.

## **2. KAJIAN FEMINISME-NASIONALISME TANAH MELAYU DAN INDONESIA**

Korpus kajian feminisme dan nasionalisme mulai berkembang ketika setengah dekad terakhir 1980-an iaitu setelah terbitnya kajian Jayawardena (1986) yang menemukan bahawa ideologi feminisme bukan ideologi yang dipaksakan dari dunia Barat ke atas Dunia Ketiga tetapi lebih merupakan fenomena tempatan. Sesuai dengan kajian ini, sorotan kajian dibahagikan kepada tiga tema utama iaitu (i) konteks Tanah Melayu atau Malaysia, (ii) konteks Indonesia dan (iii) konteks di negara-negara lain selain Malaysia dan Indonesia. Dalam konteks Tanah Melayu, kajian-kajian yang dijalankan adalah seperti Asiah (1960), Maznah (2002), Ng et al. (2006), Makmor (2006), Ting (2013); Ruhana (2013), Welyne (2013), Muhammad Rahimi (2014) dan Nik Safiah & Rokiah (2016). Sementara itu, bagi konteks Indonesia pula seperti Vreede-de Stuers (1960), Sukanti (1984), Jayawardena (1986), Wieringa (2002), Martyn (2005), Pujiati (2007), Blackburn (2013) dan White (2013). Terdapat kajian-kajian dalam konteks negara-negara lain seperti Jayawardena (1986), West (1997), Sunseri (2000), Hee-Kang (2009), Sudhir Kumar (2010), Blackburn & Ting (2013). Berdasarkan sorotan kajian lepas, jelaslah bahawa kajian bertemakan 'feminisme dan nasionalisme' tidak diteliti berdasarkan kaedah perbandingan antara dua buah negara. Hanya kajian berdasarkan sampel sebuah negara ataupun pelbagai negara melibatkan lebih daripada dua buah negara dijalankan. Oleh itu, mengapakah kajian perbandingan antara dua negara ini perlu dilaksanakan? Pengkaji berpendapat bahawa kajian sedemikian perlu, setidaknya untuk kes Tanah Melayu dan Indonesia kerana 'keseurumpunan' dua entiti politik ini menjadikan ia kajian kes yang unik bukan sahaja kerana kemiripan dua negara ini tetapi juga kerana adanya pertalian antara kedua-dua negara yang dimungkinkan persamaan bahasa, budaya dan agama sekali gus persamaan isu-isu yang menghambat gerakan wanita.

## **3. GERAKAN WANITA DI TANAH MELAYU DAN INDONESIA: 'SERUMPUN, NAMUN TIDAK SEAKAR'**

Tanah Melayu dan Indonesia merupakan dua entiti politik yang mempunyai latar masyarakat yang secara umumnya serupa — pernah menempuh zaman Hindu-Buddha yang kemudiannya mengalami proses Islamisasi dengan pengaruh Adat berterusan dalam konteks baharu. Agama Islam dan Adat Melayu menjadi dua tenaga yang saling mendasari kehidupan. Kemudiannya, kedua-dua entiti ini mengalami proses pemodenan yang dilatari penentangan anti kolonial, pembinaan sebuah negara bangsa serta penyesuaian masyarakat dengan sistem politik baharu mengikut ideal demokrasi. Sehubungan itu, persoalan-persoalan wanita yang timbul di kedua-dua buah negara adalah serupa seperti hak penglibatan dalam politik, hak berpersatuan, hak pengundian, hak perwakilan dalam pembuatan keputusan dan hak terhadap pendidikan. Selain itu, terdapat isu undang-undang perkahwinan, anti poligami dan perkahwinan bawah usia. Namun demikian, di sebalik keseurumpunan komuniti Tanah Melayu dan Indonesia, gerakan wanitanya berinteraksi dengan latar nasionalisme yang berlainan. Ia membayangkan mengapa gerakan wanita di Tanah Melayu dan Indonesia mempunyai reaksi yang berbeza terhadap isu yang serupa. Bagi membandingkan gerakan wanita di Tanah Melayu dan Indonesia, artikel ini cuba menjelaskan tiga aspek iaitu (i) cetusan dan perkembangan, (ii) sifat organisasi dan (iii) pencapaian hak wanita semasa kemerdekaan negara.

## **4. KAEDAH KAJIAN**

Kajian ini merupakan kajian kualitatif. Ia bersesuaian dengan matlamat kajian ini yang cuba memerhatikan fenomena gerakan wanita. Pengumpulan maklumat dijalankan melalui kaedah kajian kepustakaan di Perpustakaan Tun Seri Lanang dan Perpustakaan Alam dan Tamadun Melayu di Universiti Kebangsaan Malaysia (UKM), Perpustakaan Universiti Malaya (UM), Perpustakaan Hamzah Sendut di Universiti Sains Malaysia (USM) dan Arkib Negara Malaysia. Kesemua bahan berbentuk sumber primer dan sekunder yang dikumpulkan berbentuk tulisan. Ianya dianalisis untuk membina

sorotan kajian lepas, kerangka teori dan konsep seterusnya menjawab persoalan yang dikemukakan. Reka bentuk kajian ini dibangunkan berdasarkan beberapa aspek yang dibincangkan oleh Landman (2000) iaitu (i) perbandingan antara negara secara kualitatif, (ii) perbandingan sejumlah kecil negara kes iaitu *binary comparison*, (iii) rekabentuk kajian *most similar system design* (MSSD) dan (iv) kajian mengenai penentangan politik secara bukan kekerasan atau gerakan sosial.

## **5. FEMINISME NASIONALIS**

Bagi membincangkan persoalan feminisme dan nasionalisme, teori berperanan sebagai pemacu kepada persoalan-persoalan yang perlu ditangani dalam konteks Tanah Melayu dan Indonesia. Sehubungan itu, 'feminisme nasionalis' mengandaikan bahawa isu golongan wanita berupaya untuk diselesaikan bergandingan dengan penyelesaian isu kebangsaan. Isu sebegini antaranya telah dibincangkan oleh Jayawardena (1986) yang meliputi konteks era pra merdeka dan West (1997) yang merangkumi konteks pra merdeka dan pasca merdeka. Dalam hal ini, perlulah ditegaskan bahawa kajian ini bukan termaktub dalam dua sudut pandang lain yang kelihatan 'sama tapi tak serupa' iaitu kajian 'Wanita dan Nasionalisme' (Yuval-Davis & Anthias 1989; Blackburn & Ting 2013) dan 'Gender dan Nasion' (Yuval-Davis 1997). Perbezaan di antara setiap perspektif harus difahami meskipun ia memerhati fenomena yang serupa.

## **6. PERBANDINGAN GERAKAN WANITA TANAH MELAYU DAN INDONESIA**

Bahagian ini membincangkan secara umum tiga aspek gerakan wanita di Tanah Melayu dan Indonesia. Pertamanya, aspek cetusan dan perkembangan gerakan wanita. Kedua, setiap negara mempunyai sifat gerakan wanita yang serupa dan berbeza. Ketiga, pencapaian gerakan wanita di Tanah Melayu dan Indonesia menunjukkan bahawa hak wanita secara umum adalah sama daripada segi hasil agregasinya tetapi berbeza daripada segi proses artikulasinya.

### **6.1 Gerakan Wanita dalam Persekitaran Semangat Nasionalisme Era Pra Merdeka**

Umumnya, kedua-dua gerakan wanita di Tanah Melayu dan Indonesia tercetus daripada penglibatan bersama para aktivis politik wanita dalam perjuangan anti kolonial di kedua-dua buah negara (Stuers 1960; Ng et al. 2006). Kegiatan wanita dalam politik nasionalisme telah membangkitkan persoalan ketidakadilan yang bukan sahaja terhad kepada isu bangsa terjajah di bawah cengkaman dasar kolonial British dan Belanda. Ia turut diwarnai isu ketidakadilan gender yang boleh dilihat melalui peminggiran wanita daripada arus pemodenan pendidikan, pendemokrasian politik dan ekonomi kapitalisme.

Di Indonesia, pada akhir abad ke-19 dan awal abad ke-20, tokoh-tokoh pahlawan wanita telah berjuang untuk mempertahankan maruah bangsa dan kemerdekaan tanah air seperti Marta Christina Tiahahu (Maluku), Cut Nyak Dien (Acheh) dan Raden Ayu Ageng Serang (Jawa) — sekadar memetik beberapa nama (KOWANI 1986). Rintihan Raden Adjeng Kartini mengenai isu pendidikan, feudalisme dan adat kuno yang membelenggu wanita dan masyarakat dalam persekitaran pemerintahan Belanda yang menjalankan dasar *Cultuurstelsel* atau tanam paksa tercatat melalui surat kepada teman pena Estelle Zeehandelaar (Pramoedya 2003). Apatah lagi, gerakan wanita yang lebih tersusun berserta kongres perempuan peringkat kebangsaan didorong oleh Sumpah Pemuda 1928 untuk membentuk bangsa Indonesia (Stuers 1960). Sementara itu, di Tanah Melayu, meskipun gerakan wanita yang tersusun sepertimana di Indonesia masih belum menjelma sekitar dekad 1920-an dan 1930-an, agenda emansipasi wanita sebagai kunci kemajuan bangsa telahpun disuarakan oleh golongan intelektual Syed Sheikh Al-Hadi dan Za'ba (Sarji 2003; Arba'iyah 2012). Seruan awal tersebut dilanjutkan menerusi usaha Persatuan Guru Perempuan Johor (PGPJ) ke arah meningkatkan kadar celik huruf wanita dalam perjuangan pendidikan moden untuk kanak-kanak perempuan (Nik Safiah & Rokiah 2016). Permulaan

sekitar dekad 1930-an semakin menunjukkan hasil dengan meningkatnya jumlah sekolah dan bilangan pelajar perempuan di seluruh Negeri-Negeri Selat, Negeri-Negeri Melayu Bersekutu dan Negeri-Negeri Melayu Tidak Bersekutu (Mahani 2010). Selain itu, tokoh emansipasi wanita Melayu juga pemimpin PGPJ Ibu Zain menggunakan majalah *Bulan Melayu* untuk menyeru pembelaan dan penambahbaikan kualiti hidup wanita sealunan dengan suara ke arah kemajuan bangsa dan tanah air (Hemalatha & Habibah 1992).

Perkembangan gerakan wanita Tanah Melayu dan Indonesia turut dipengaruhi pasang surut arus nasionalisme. Pola kegiatannya adalah seiring dengan kegiatan politik bercorak kebangsaan. Berputiknya semangat nasionalisme turut membangkitkan artikulasi isu wanita melalui gerakan nasionalis yang akhirnya mengakibatkan dilema agenda kemerdekaan negara atau emansipasi wanita. Era awal membuka ruang kepada pertumbuhan gerakan wanita di kedua-dua negara. Sehingga sebelum meletusnya Perang Dunia Kedua, di Indonesia, telahpun dianjurkan beberapa siri kongres wanita yang mengemukakan usulan-usulan terhadap pihak pemerintah. Di Tanah Melayu pula, sekitar tahap awal nasionalisme Perang Dunia Kedua, tumpuan gerakan wanita adalah kepada isu pendidikan. Dalam hal ini, pada dekad sebelum Perang Dunia Kedua, gerakan wanita Indonesia lebih terkehadapan dalam mengutarakan isu-isu hangat seperti undang-undang perkahwinan dan isu poligami.

Memasuki era pendudukan tentera Jepun (1941-1945), perkembangan gerakan wanita di kedua-dua negara terbantut. Hanya organisasi yang diizinkan oleh pihak pemerintah tentera Jepun sahaja wujud sebagai wadah aktivisme wanita seperti Fuzinkai di Indonesia (Sukanti 1984). Manakala di Tanah Melayu, organisasi wanita khusus iaitu Kor Perkhidmatan Sukarela Wanita Melayu ditubuhkan pada tahun 1944 (Makmor 2006). Aktiviti organisasinya bukan bersifat politik, sebaliknya berteraskan aktiviti kebajikan dan sosioekonomi untuk menyokong dasar pemerintahan tentera Jepun yang pada masa itu berkempen dengan gagasan Asia Raya. Setelah Proklamasi Kemerdekaan Indonesia, golongan wanita Indonesia bergiat dalam politik nasionalisme yang mana ia melambatkan tuntutan hak dan kepentingan wanita ditunaikan. Keadaan sama berlaku di Tanah Melayu. Wanita bergerak sederap parti-parti politik ketika itu yang tujuan utamanya adalah untuk memerdekakan tanah air dan berkerajaan sendiri.

## **6.2 Sifat Gerakan Wanita Era Pra Merdeka**

Salah satu aspek terpenting yang menghidupkan gerakan wanita ialah kewujudan organisasi. Terdapat pelbagai organisasi wanita di Tanah Melayu dan Indonesia. Salah satu sifat utama organisasi wanita ialah kedudukannya sebagai sebahagian daripada gerakan nasionalisme iaitu sebagai sayap wanita parti politik. Sehubungan itu, dalam struktur yang terhad ini golongan wanita cuba berbincang, mengemukakan usulan dan menyampaikan tuntutan-tuntutan mereka terhadap struktur pemerintahan atau pembuatan keputusan yang lebih tinggi autoritinya iaitu dengan menggubal undang-undang atau merangka dasar awam yang menjamin hak wanita.

Di Indonesia, organisasi wanita dicirikan oleh fasa-fasa sejarah pergerakannya. Pada tahap pertama (1912 - 1928), persatuan wanita adalah bersifat umum dan sukarela. Tahap ini ditanda mulakan dengan penubuhan organisasi wanita Indonesia pertama iaitu Puteri Merdeka sehingga tahun pertama penganjuran Kongres Perempuan Indonesia. Selanjutnya, pada tahun 1928 sehingga 1942, organisasi wanita bersifat sebahagian daripada persatuan berideologi nasional Indonesia Muda iaitu Keputrian Indonesia. Pada masa sama, telah terzahir dua jalur gaya perjuangan wanita Indonesia. Pertama, bersikap bekerjasama dengan pihak pemerintah iaitu Perikatan Perkumpulan Perempuan Indonesia (PPPI). Kedua, Isteri Sedar yang memiliki sikap konfrontasional dengan kolonial Belanda. Semasa pendudukan Jepun, sifat organisasi adalah mengikut acuan pemerintah Jepun. Meskipun terdapat organisasi politik wanita yang berautonomi seperti Partai Wanita Rakyat, sebahagian besar organisasi wanita lain terstruktur di bawah gerakan yang beridentitikan ideologi, agama dan wilayah (Sukanti 1984).



Seperti di Indonesia, gerakan wanita di Tanah Melayu juga memiliki sifat khusus mengikut dekad-dekad tertentu, serta diwarnai dengan identiti khusus, sama ada etnik, agama ataupun negeri. Young Women's Christian Association (YWCA) dengan identiti agamanya merupakan organisasi wanita terawal yang bersifat kebajikan dan sosial di Tanah Melayu. Pada tahun 1929, PGPJ iaitu organisasi wanita yang giat memperjuangkan isu pendidikan ditubuhkan. Ia berperanan sebagai penggerak perubahan sosial yang penting untuk wanita Melayu khusus pada dekad 1930-an. Acuan organisasi wanita di Tanah Melayu didominasi identiti etnik; Melayu, Cina dan India. Lebih-lebih lagi bagi sayap wanita parti politik. Antaranya, Angkatan Wanita Sedar (AWAS) dalam Parti Kebangsaan Melayu Malaya (PKMM) dan Kaum Ibu UMNO dalam UMNO bagi etnik Melayu; Wanita dalam Malayan Chinese Association (MCA); Rhani Jhansi Regiment dan Wanita MIC dalam Malayan Indian Congress (MIC) bagi etnik India (Nik Safiah & Rokiah 2016). Setelah membandingkan sifat gerakan wanita Tanah Melayu dan Indonesia, terdapat kekhususan di setiap negara yang mana ianya menjadi faktor kuat atau lemahnya gerakan wanita. Di Indonesia, gerakan wanita menandingi ketersusunan organisasi wanita di Tanah Melayu iaitu keupayaannya mengadakan persekutuan organisasi-organisasi wanita. Dengan adanya kesepakatan sedemikian, gerakan wanita bukan sahaja mempunyai struktur yang tersusun, malah berhasil menganjurkan siri-siri kongres wanita. Berbeza dengan gerakan wanita di Tanah Melayu, hingga tercapainya kemerdekaan, belum wujud sebarang kesatuan organisasi wanita yang merangkumi kepelbagaian etnik, agama mahupun ideologi, melainkan era pasca merdeka yang mana National Council Women's Organisations (NCWO) tertubuh secara rasmi pada 25 Ogos 1963 (Makmor 2006). Gerakan wanita Tanah Melayu era pra merdeka ini didominasi identiti etnik sekali gus menghalang kesatuan organisasi wanita.

### **6.3 Pencapaian Hak Wanita Era Pra Merdeka**

Jelasnya, apa yang dicapai oleh gerakan wanita di Tanah Melayu dan Indonesia adalah serupa daripada segi tercapainya hak terhadap pendidikan, hak penglibatan dalam persatuan politik, hak pengundian dan hak-hak lain yang tidak bertentangan aspirasi nasionalisme. Meskipun di sisi undang-undang (*de jure*), pencapaian hak wanita telah banyak diperoleh, secara realitinya (*de facto*), masih terlalu jauh untuk gerakan wanita berpuas hati dengan apa yang dicapai. Isu-isu spesifik menyentuh kepentingan wanita tidak mendapat perhatian sewajarnya seperti isu undang-undang perkahwinan, perceraian, poligami mahupun hak wanita terhadap gaji sama bagi kerja yang sama dengan golongan lelaki.

Nasionalisme telah menjadi tenaga perubahan sosial wanita yang bersifat positif dan negatif. Golongan pemimpin nasionalis lelaki menyokong isu-isu yang dikemukakan wanita selagi ia selari dengan kepentingan gerakan nasionalisme. Namun, sokongan tersebut terbatas jika tuntutan melemahkan agenda nasionalisme. Agenda kemerdekaan negara yang menjadi ideologi dominan sewaktu itu telah menghadkan tuntutan gerakan wanita yang jelas bermotif pembelaan ketidakadilan gender terhadap wanita. Di Indonesia, isu-isu seperti perkahwinan secara paksa, perceraian tanpa pembelaan, poligami dan pendidikan wanita dan lelaki secara bersama menimbulkan pertentangan antara gerakan yang berbeza ideologi (Nani Soewondo 1984). Keadaan sedemikian menunjukkan bahawa isu hak wanita berupaya memecah belah kesatuan pelbagai gerakan. Di samping itu, pencapaian gerakan wanita Indonesia dihadkan oleh kerangka nasionalisme pada masa itu. Mereka berjaya menyuarakan isu poligami dan undang-undang perkahwinan tetapi tidak mencapai tahap agregasi tuntutan hak (Jayawardena 1986). Seperti di Indonesia, di Tanah Melayu, keutamaan diberi kepada agenda nasionalisme. Hal ini kerana apabila Khatijah Sidek mencadangkan parti politik khusus untuk wanita iaitu Kesatuan Wanita yang diyakini mampu menyuarakan suara wanita dengan lebih berkesan, ia tidak terlaksana (Saliha 2010). Begitu juga dengan pertentangan terbuka yang berlaku antara kaum ibu dan kaum bapa dalam Perhimpunan Agung UMNO 1954. Usul Kaum Ibu UMNO Selangor yang dibawa oleh perwakilannya Aishah Ghani untuk mengemukakan sendiri nama calon wanita daripada Kaum Ibu UMNO dalam Pilihan Raya Persekutuan 1955 dikompromi kerana ia ditentang

hingga ditarik kembali demi mengelakkan pertelingkahan (Aishah 1992).

Sekelumit kes di atas menggambarkan keadaan politik feminisme dan nasionalisme. Meskipun pencapaian gerakan wanita di Tanah Melayu dan Indonesia secara umum adalah serupa, terdapat perbezaan yang agak ketara dalam undang-undang tertinggi kedua-dua buah negara. Dalam perlembagaan negara Indonesia, jaminan layanan sama rata antara wanita dan lelaki warganegara dinyatakan secara jelas dalam Undang-undang Dasar 1945 (Fatimatuz 2014). Sebaliknya, bagi Tanah Melayu, jaminan serupa tidak dinyatakan dalam Perlembagaan Persekutuan pada tahun 1957, melainkan hanya sejak tahun 2001, Perkara 8 Perlembagaan Persekutuan menjamin kesamarataan wanita dan lelaki (Nik Safiah & Rokiah 2016).

## 7. KESIMPULAN

Berdasarkan dapatan kajian, ternyata gerakan wanita di Tanah Melayu dan Indonesia adalah berbeza. Hal ini diperhatikan daripada segi kepesatan gerakan Indonesia yang melangsungkan kongres wanita di peringkat kebangsaan dengan pelbagai isu hak wanita dibincangkan untuk dikemukakan sebagai resolusi lazimnya untuk tujuan pembuatan undang-undang. Keadaannya berbeza dengan situasi di Tanah Melayu yang mana gerakan wanita berpeluang bersidang dan berbincang pada peringkat kebangsaan terhad kepada isu-isu kepentingan orang Melayu dan usaha menuntut kemerdekaan. Selain itu, di Tanah Melayu, organisasi wanitanya masih lagi terpisah antara satu sama lain. Sementara itu, gerakan wanita di Indonesia telahpun lebih awal menubuhkan organisasi induk yang menaungi organisasi-organisasi wanita seluruh Indonesia iaitu Kongres Wanita Indonesia (KOWANI). Di Tanah Melayu, organisasi seumpamanya, NCWO ditubuhkan pada tahun 1963, kira-kira enam tahun selepas kemerdekaan. Sehubungan itu, isu-isu wanita yang diperjuangkan oleh gerakan wanita Indonesia turut lebih terkehadapan berbanding Tanah Melayu seperti isu poligami dan undang-undang keluarga yang menjamin kedudukan hak wanita. Walau bagaimanapun, sekalipun gerakan hak wanita di Indonesia lebih maju dan teratur, gerakan wanita di kedua-dua buah negara tersebut masih belum berupaya mencabar dominasi kuasa lelaki dalam hubungan gender, baik dalam ruang peribadi mahupun ruangan awam. Sesungguhnya, gerakan wanita semasa era pra merdeka di Tanah Melayu dan Indonesia adalah umumnya serupa daripada segi cetusan dan perkembangan. Sifat organisasi juga lebih serupa dengan sedikit perbezaan. Akan tetapi, daripada segi pencapaian gerakan, ia menunjukkan perbezaan yang agak ketara.

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## **Bride Wealth in Marriage: A Review of Cross-Cultural Findings**

**Nurmiati & Nurazzura Mohamad Diah**

Department of Sociology & Anthropology, KIRKHS, IIUM, Malaysia

Email of corresponding author: [nurmiati1894@gmail.com](mailto:nurmiati1894@gmail.com)

Bride wealth is the amount of substantial resources such as money, property and other forms of wealth that is given to the bride's family by the groom. Recently, bride wealth has become a significant issue particularly for the marriage age in many rural countries. In this paper, the researchers analyze 20 articles to look for cross-cultural interpretations and practices about bride wealth in two ways 1) describing the importance of bride wealth and 2) defining factors that stipulate the amount of bride wealth among various cultures. The researchers conducted a summative content analysis to see variations of bride wealth practices across countries. The analysis suggests that culturally, the groom is bound to provide the bride wealth to his future wife. Although it is not grounded in religion, bride wealth is compulsory to legalize marriage, enhance social stratification, and maintain family stability as well as cultural identity. Various factors are regarded as significant in which the amount of bride wealth is stipulated for instance educational level, economic standing, family stratification and physical appearance. Indeed, bride wealth is crucial in one's marriage and it has an important role in many societies. It will maintain as an important tool that perpetuates culture and tradition. However, very limited studies have addressed the impacts of bride wealth on women's health and wellbeing. Finally, the paper suggests for more interdisciplinary studies into the modern practice of bride wealth in order to find new ways of fulfilling one's cultural obligation due to the fact that there are changes in the society today which challenged the relevance of bride wealth practice.

**Keywords:** Bride wealth, Culture, Identity, Marriage

### **1. Introduction**

The custom of bride wealth is widespread in many parts of rural area (Schler 2003) such as Africa, Indonesia, China, Pakistan and India. However there are similarities between different regions in term of bride wealth practice, each society has its own idiosyncratic nature. Bride wealth becomes very significant for people from these areas since it is a compulsory requirement for any marriage (Rudwick and Posel 2014). Apostolou (2008) reported that this practice is generally famous in most developing countries which embraced the patrilineal system such as in Sulawesi islands of Indonesia. This island is divided into four – north Sulawesi, middle Sulawesi, south-east Sulawesi and south Sulawesi, all of which maintains the practice of giving bride wealth. Interestingly, the practice of bride wealth or known as *uang panai* is considerably famous in South Sulawesi particularly among Makassar and Bugis ethnic groups. Even they live in different parts of Sulawesi, *uang panai* is still practiced accordingly.



Figure 1: Sulawesi map

Source: Geography: Planet Indonesia ([www.planet.sulawesi.com](http://www.planet.sulawesi.com))

According to *Badan Pusat Statistik* South Sulawesi in 2015, the number of population in South Sulawesi was 8,432 million. 1,429.2 million of the population comes from Makassar, the capital city. The religion of Sulawesi Island is Islam with a total number of 983,006 Muslims, followed by Catholic 66,581, Protestant 114,631, Buddhist 16,886, Hindus 9,129 and Konghuchu 3,264 (<https://sulsel.bps.go.id>). Most of the inhabitants are farmers. They engaged in rice production, planted cocoa, corn, cassava and vegetables (Mulyoutami, Martini and Khususiyah 2013). The capital city of South Sulawesi is Makassar which is commanded by a governor as the highest position in the structure of South Sulawesi official. The governor is helped by a regent and many village chiefs to do their duty in South Sulawesi area. There are four ethnic in South Sulawesi which are Makassar, Bugis, Toraja and Mandar. The majority of people in South Sulawesi are from Makassar and Bugis ethnic group. They use their own traditional language to communicate with their own ethnic. The traditional language of Makassarian is called Makassar/*Mangkasara* and that of Bugis is Bugis/*Ugi*. The aim of this paper is to examine the socio-cultural determinants of bride wealth practiced in South Sulawesi. This paper is pertinent in the study of culture particularly to the discipline of sociology and anthropology because how *uang panai* is seen and managed, rests upon social and cultural factors.

## 2. Bride wealth variations across culture

In most human life, the culture of society is highly influenced by the environment and circumstances which they lived in. In the case of bride wealth, the literature has suggested that there are variations in the practice particularly in traditional societies like Africa, China, India, Bangladesh and others. In Africa for example, the bride wealth is called *ilobolo* and the practice was originally giving a cattle to the bride. However, in the past century cash payment is the practice as it is more convenient. Rudwick (2014) reported that this change was linked to the colonial modification in pre-capitalist era where the colonialist demanded the sons to be linked with the labor system that lead to the development of money economy

and accumulation of the sons' wealth.

In a similar vein, a historical account on bride wealth evolution was studied by Yan (2005). According to Yan, China has also transformed their bride wealth known as *caili* in 1950 from giving food and wine to cash transaction. However, this practice is challenged by a political campaign that attempts to abolish the traditional marriage transaction. In 1960s, *caili* were revisited to *maidonxiqian* (money to buy things such as clothes, shoes and other items for the bride) which is understood as trousseau money. In this practice, the amount of money will not be given directly to the bride's parents but the family of the groom will purchase the trousseau to the bride. In 1970 and early 1980s, the bride will transfer *zhuangyanqia* (cigarette money) to prepare tobacco for the groom's family during the wedding party. This practice no longer practice since the middle of 1980s. Trousseau is changed to *ganzhy* which means material gifts are changed into monetary terms. By the early 1990s, the given material gifts are requested to be converted into cash. This is called *daganzle* (grand converting) which include all category of bride wealth. By the end of 1990s, the bride wealth is converted again into a new house and production machine such as tractor and cow. Therefore, it is estimated that expense of marriage increased significantly ranging from 200 Yuan in 1950 to 50,000 Yuan in 1999.

The practice of bride wealth in Zimbabwe is called *roora*. There are two kinds of customary marriage which are the regular proposal marriage and the elopement marriage. These types of marriages require the man to pay the bride wealth in installment rather than cash on the day of the marriage. Another reason for this is that the full payment is regarded as a sign of disrespect. In fact, installment payment prevents husband from ignoring his responsibilities towards his wife (Dekker and Hoogeveen 2002).

Like Indonesia, Malaysia and its neighboring country Thailand practice bride wealth. In Malaysia for instance, among the Malays, bride wealth is called *wang hantaran* (Ismail and Daud 2013). In Thailand, it is known as *sinsod*. In the past, Thai parents will request the groom to work for the family to prove his ability to work. Today, it is no longer the practice. Instead, man is obliged to give bride price to the bride. The amount of *sinsod* is based on the economy of the woman, her level of education and social status. Bride price can be in form of materials like car, bank account, land or a house. In many traditional societies, bride wealth is demanded by the family to compensate the loss of their daughters' labor (Laiphrakpam and Aroonsrimorakot 2016).

Whilst bride wealth is given to the bride, the situation is the opposite in India. In India, the structure of marriage is different as the bride will give money to the groom. This practice is called *dowry*. The amount of bride wealth in India has increased over time. This is the result of the high number of women compared to men. Here, marriage is endogamous. People are only permitted to marry within their sub-caste. If the prohibition is violated, social sanction will be imposed (Bloch and Rao 2016). The amount of dowry in India has led to the impoverishment of the bride's family (Anderson 2016). Even though in the marriage process the wife gives money to the groom, the wealthy wife has a tendency to appear aggressive towards her husband. This happens because the husband requested for an extra transfer of money from his bride's parents.

In short, the practice of bride wealth is not new in the patrilineal system and developing countries since many evidences showed that it has been widespread in Africa, China, India, Bangladesh, Pakistan, Zimbabwe, Malaysia and Indonesia. The characteristic of bride wealth is highly dependent on the culture of the society. Thus, the practice of bride wealth differs from one culture to another.

### **3. The practice of *uang panai* in Makassar**

The term bride wealth in Makassar is *uang panai*. Basically the practice of *uang panai* has no significant difference to other regions since *uang panai* also is regarded as the amount of money brought by the

groom to the family of the bride. However, the differentiation in ritual of giving *uang panai* is obvious. In most regions in which the bride wealth exist, a ritual for giving the bride wealth is not highly important but in Makassar, the ritual of *uang panai* becomes a very significant element. Before reaching the determination of *uang panai*, there are some rituals that should be done. The whole rituals are as follow:

1. *Mappese'-pese* means the family of the groom will oversee the prospective bride in term of her attitude and relation to her parents etc. if the attitude is good enough then the proposal will be continued. In contrast, if she is not good in attitude and relation with parents, then the proposal will be cancelled (Elvira 2014).
2. *Massuro* is the ritual of visiting the bride's house by the groom families to convey the interesting to propose her daughter by the groom. If it is approved then another ritual will be held (Yudi and Rahayu 2015). The representativeness of the groom family called *madduta* then that of the bride called *ridutai*.
3. *Mappettu ada'* is a ritual to stipulate the amount of *uang panai* and the date of the wedding. This step is highly sensitive because the proposal sometimes does not meet an agreement if the proposed money by the bride family is really high and cannot be approved by the groom. The high of *uang panai* also is regarded as a way to reject the proposal if the bride's family is not interesting to the groom. There are two ways to lobby the amount of *uang panai* which are traditional lobby (family approach) and society lobby (Andriani, Sirajuddin and Iba 2016).
4. *Mappaenre' doi'* is a ritual to give the amount of *uang panai* which has been agreed in previous step (Ikbal 2016). *Uang panai* is put down in the small thing then it is given to the family of the bride. The ritual is respectful a lot since majority of the bride's family will attend this ritual.

The fifth and sixth rituals which are *Mappaenre botting* and *Mapparolla* are related to the wedding party. *Uang panai* is highly essential to the practice of marriage in South Sulawesi, because *uang panai* becomes the basic factor to legalize the relation of prospective spouses. It also enhances the woman and her family status within the society if the amount of money is huge. Finally, *uang panai* is also regarded as a significant factor to maintain the economic stability of the family.

#### **4. The importance of *uang panai***

*Uang panai* is significant in the marriage of Makassar people. Without sufficient *uang panai*, there will be no marriage (Ikbal 2016). In other words, *uang panai* is an element which legalizes marriage (Adiningsih 2016). This is also supported by Anderson (2016) who made similar observation in Africa. In South Sulawesi, the range of *uang panai* is between 20 million Rupiah (USD1,475) and above. Therefore, men who plan to get marriage have to prepare a lot of money. One of the implications of not preparing enough *uang panai* is *silariang* (elopement). In the study of Adiningsih (2016), she discovered that there are also cases where women engaged in pre-marital sex and become pregnant in order to get married easily. Also, many men are willing to sell their land or property to be united with the women they loved.

Beside the legalization of marriage, *uang panai* also affects the status of women and her family. The higher the *uang panai*, the higher the status of a woman and her family would be. Therefore, the family of the prospective bride would ask for a large *uang panai* because they argue that the luxurious wedding party can enhance their stratification in the society. Generally, the proposed money in the *mappettu ada* ritual will be used to pay the wedding expenses. In the case where wedding party expenses exceeded the amount of *uang panai*, the bride's family will use their own money instead asking for more from the groom (Adiningsih 2016). However, Syarifuddin and Damayanti (2005) have observed that *uang panai* to some extent is abused by the bride's family to organize an excessive and extravagant party which burdens the groom and puts him into a difficult situation (Syarifuddin and Damayanti 2015).

Another important aspect of *uang panai* is maintaining family stability. It is assumed that the large amount



of *uang panai* is an indication of the man's ability to provide a prosperous life to the woman. In the era of Bone and Gowa Tallo king, the king's family requires any man who are interested to marry their daughters to bring money as a sign of his ability to provide for the family (Aini 2017). Indeed, *uang panai* is essential in the marriage of people in South Sulawesi. *Uang panai* is the determinant factor in which a marriage legalize. It also enhances the woman and her family status within the society apart from ensuring economic stability of the family.

## 5. The determinants of the amount of *uang panai*

The amount of *uang panai* is determined by the family of the bride. The potential bride is not allowed to take a part in making decision. There are several factors that result in the high amount of *uang panai* which are educational level, economic standing, family stratification and physical appearance of the potential bride. An educated bride normally has a big opportunity to receive a huge *uang panai*. If the woman completed only her elementary school, the amount of *uang panai* is small. On the contrary, if a woman graduated from a university and had a job, definitely, her *uang panai* would be higher (Syarifuddin and Damayanti 2015). Furthermore, it is believed that educated women are an investment of the parents to get high bride wealth since a huge sum of money had been spent on the daughter's education previously (Ashraf and Et.al 2015; and Mwamwenda and Monyooe 1997) Mwamwenda and Monyooe 1997 ).

Another factor is the economic standing of the woman's family. Wealthy family is honored in Makassar and Bugis tribes. The richer the woman, the higher will be her *uang panai*. One possible reason for this is that they want to maintain the honor of the family because it is uncommon for the folk in these tribes to receive low *uang panai*. In other words, wealthy family deserves a handsome amount of *uang panai*. Lesser *uang panai* is recognized only in the low income family (Yudi and Rahayu 2015).

Equally important in determining the amount of *uang panai* is the family stratification. The stratification in Makassar consisted of *bangsawan* (nobles) *tinggi*, *bangsawan menengah*, *arungpalili*, *to deceng*, *to maradeka* and *ata* (slave). If the woman is from *bangsawan tinggi*, *menengah*, *arung palili* group, the *uang panai* is high as they are from the noble or aristocratic family compared with the woman who belongs to *to deceng*, *to maradeka* and *ata* (Yudi and Rahayu 2015). In addition, physical appearance of the potential bride is another consideration that determines the amount of *uang panai*. Ikbali (2016) claimed that as long as women have fair skin and tall, they are likely to receive high *uang panai* even she is not from the *bangsawan* family or an educated one. Apart from the aforementioned factors, the high amount of *uang panai* was sometimes proposed purposely to reject the man's marriage proposal. This happened when prospective groom does not meet the criteria of the woman's family such as good financial provider and so on.

## 6. Conclusion

*Uang panai* is the amount of money from the groom to the bride family. It is well-known that the money is significant in order to legalize marriage, enhance family stratification and maintain family stability. The amount of *uang panai* is influenced by several factors such as economic standing, educational level and physical appearance of the bride. Thus, the higher the woman's position, the higher the *uang panai*. Bride wealth is a topic that attracts social scientists particularly sociologists and anthropologists. The researchers found that several aspects of *uang panai* were not studied. For instance, we have yet to know the relationship between *uang panai* and the well-being of educated women, the abuse of *uang panai* by the bride's family as well as women's perception about insufficient *uang panai* which leads to the cancellation of marriage. Therefore, it is hoped that future researchers will address these issues. Finally, the researchers suggest the government particularly the religious affairs office to come up with a policy to limit the amount of *uang panai* in order to prevent negative impacts such as the cancellation of

marriage, elopement and pre-marital pregnancy.

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# **An Exploratory Study on Critical Factors Affecting Work-Life Balance among Academicians: A Case Study**

**Siti Fatihah Che Othman, Malina Zulkifli, Woon Siew Fang & Muhammad Farouk Zainol Kamal**

School of Quantitative Sciences, Universiti Utara Malaysia, Kedah Darul Aman

Email of corresponding author: [iceatin@gmail.com](mailto:iceatin@gmail.com)

In everyday life in this modern and sophisticated world, many of us forget about the importance of life balance. Most of us have to prioritize the work of the family to meet the needs of the day. This study aims to investigate the factors affected the work-life balance among academician in University Utara Malaysia. This study is very important because if the employee is productive, they will bring the vast transformation into the Educational Institutions and individual levels. Currently, a few literature shows the study is not widely explored in Malaysia yet and many studies of work-life balance have been carried out in western country. Therefore, this study takes an opportunity and also initiated to fill the gap by conducting and explore towards which factors that ideally affected the work-life balance among the academician at that one kind of public university in Malaysia. A study was implemented among academicians in UUM based on the available factors that discovered in the literature and from the experts. The data collections were done through survey. The method that we used in the study is Mann Whitney Test and the Spearman correlation since the data is not normal. The finding showed it is no different in the work-life balance between male and female academician. Meanwhile, the correlation analysis showed that several factors such as top management, work environment, family, and friends are highly correlated to each other. This study may provide an initial overview of the factors affecting the work-life balance and provide an awareness of this among academicians.

**Keywords:** Work-life balance, Academician, Mann-Whitney, Spearman correlation, Nonparametric

## **1. Introduction**

Although so many definitions of work-life balance in literature had been discussing among the researchers, the one suitable for this study is coming from Greenhaus, Collins and Shaw (2003). He defined the that work-life balance as identical satisfaction, time, and engagement in each of which family and work scope regardless of family demands, family structure, job demands, financial pressures, and so on. The developing reason of why every employment must strive to achieve a healthy balance of work-life is because to maintain high performance and competent work as well as to assist in managing minimal stress between work and life. According to Allen, Herst, Bruck, and Sutton (2000) the most common effect experiences at work due to failed imbalance between consistent the family and the work are vulnerable to poor performance, fatigue, job turnover and job dissatisfaction. Work-life balance policies and practices becoming seriously increasing include to higher education and can find out the examples of good practice given in Scott (2002). By adopting this practice, it has accommodated institution to sustain supporting the flexible working arrangement and trigger awareness of the beneficiary of work-life balance approach (Manfredi and Holliday, 2004). Since this study is not fully been explored and investigate relating to substantial factors in the work-life balance which focuses to academician, so we take this opportunity to compare a work-life balance between male and female academician and to identify the relationship among the factors affecting the work-life balance in Universiti Utara Malaysia (UUM) as our aim.

## **2. Factors of Work-Life Balance**

The study done by Roseli Wünsch Takahashi, Lemos Lourenco, Alexandre Sander, and Patricia da Silva Souza (2014) in Brazil aimed to understand the teaching and research effects management professor's work-family relation and they found a several conflicts distract their work-life balance. They found that

spending more time at work and time management is an enormous challenge for them because the professors need excessive time doing professional matters and they also fully engaged in teaching and research. The study also identified the factors of poor administration concerning distribute activities to professor in educational institutions, difficulties to create boundaries and marital support regarding to domestic activities are also affecting the professor's work-life balance.

According to research by Waters and Bardoel (2006) in the Australian University found that the respondent from academician claimed they are too stressed because of workloads when they have to take an extra administrative task. A focus group study consists of men, women academician and general staff also noted that they are continuing stress and difficult to complete the job due to incorporate the research and teaching. They added the leaves given are not fully useful and to go on holiday with a family is impossible to do.

Achour, Binti Abdul Khalil, Binti Ahmad, Mohd Nor, and Zulkifli Bin Mohd Yusof (2017) focused on work-family demands among female academicians in Malaysian universities. The present study highlighted the main factors of working family conflict (WFC), including long working hours, office work overload, household work and matters related to children. Also, in this study, management and supervisory support were found to be directly related to well-being, including life satisfaction, job satisfaction and family satisfaction. The definition of WFC is about the type of inter-role conflict, whether from family and work role demands that is always being problematic in some respect (Greenhause and Beutell, 1985; Kahn, Wolfe, Quinn, Snoek and Rosenthal, 1964).

Another study is about the demographic antecedents towards turnover intention by Chong, Keh, Tan, and Tan (2013) among academic staff at private universities in Malaysia. One-way ANOVA and Independent sample t-test were adopted to test the hypotheses. The findings showed married academic staffs have a higher job commitment compared to unmarried staff because the unmarried staffs have higher intentions to leave an institution. This study is aligned to Akintayo (2010) argued that married staff do not easily migrate for jobs because it will be costly. The fact that, married academic staffs have a big responsibility to their family in terms of financial support especially among male academic staff.

Literally, contextual meaning of satisfaction has been asserted as to what extend the worker feels positively or negatively about their jobs (Locke, 1976; Odom, Boxx and Dunn, 1990). The study has been conducted by Nordin and Jusoff (2009) on job satisfaction as one of the indicators related to the work-life balance of academic staff of a public university in Malaysia. So far this study is an attempt made to disclose the current status of job satisfaction among academics in a public university in Malaysia using principal component analysis. The result of this investigation shows that there are moderate level of job satisfaction among academic staff in university and several factors in the demographic section like age, marital status, salary and current status have a significant impact on the level job satisfaction.

### **3. Research Methodology**

#### **3.1 Data collection**

This study was using the primary study by distributing questionnaires before doing the real data collection. We did a pilot study and take it to test the reliability of the questionnaire.

#### **3.2 Reliability Test**

The reliability of a scale means how free is random error which has two indicators almost been used widely are test-retest reliability and internal consistency. This study uses the second one of reliability type where it indicates the degree to which the items that makes up the scale are measuring the same attribute (Pallant, 2013). The most commonly used to be measured is Cronbach's coefficient alpha and the recommended minimum level is 0.7 (Nunnally, 1978).

### 3.3 Normality Test

For normality test, we used Shapiro-Wilk and Q-Q plot. We considered the Shapiro-Wilk because it is acknowledged as the main test in assessment normality because it has good power properties (Mendes and Pala, 2003). It is preferable to look both the normal quantile-quantile plot (Q-Q plot) also as the graphical method that basically used and effective diagnostic tool to indicate the data whether fall along the straight line. In the meantime, other commonly graphical test which are histogram, box-plot and stem-and-leaf plot are take account. The normality hypothesis testing is:

$H_0$ : The population is normally distributed.

$H_1$ : The population is not normally distributed.

According to Changyong, Hongyue, Naiji, Tian, Hua, and Ying (2014) claimed that log transformation in various circumstances does not help make data more normal and data less variable but sometimes make data more skewed and more variable. As due to shares little in common with the original data, the log-transformed data usually unable facilitate inferences regarding the original data.

### 3.4 Parametric or Non-parametric Test

Through screening data, the hypothesis testing for normality test is the data normally distributed. If the  $p$ -value is more than the significance value, we can say the data is normally distributed and continue with the independent samples  $t$ -test as the parametric test. Literally,  $t$ -test usually used where two independent groups A and B are divided into experimental subjects with cases, one group treated by A and otherwise (Kim, 2015). But in case the  $p$ -value found that it is less than the significance value, we say the data is non-normal distributed and will be proceeding with a nonparametric test which is a Mann-Whitney U test. Mann-Whitney test requires a general assumption which is random samples and independent observations. Meanwhile the variables are needed in this test is one categorical variable with two groups and one continuous variable (Pallant, 2013).

Table 1: Statistical Parametric Test versus Nonparametric Test

Test	Independent-samples $t$ -test	Mann-Whitney U test
Hypothesis testing	$H_0: \mu_{\text{male}} = \mu_{\text{female}}$ $H_1: \mu_{\text{male}} \neq \mu_{\text{female}}$	$H_0: \theta_{\text{male}} = \theta_{\text{female}}$ $H_1: \theta_{\text{male}} \neq \theta_{\text{female}}$
Similarity	Two independent groups on a continuous measure.	Two independent groups on a continuous measure.
Difference	Comparing a mean of the two groups.	Comparing a median of the two groups.

### 3.5 Correlation

Correlation analysis is used to determine the relationship between two variables, whether it is strength or weak direction. The range value to indicate the good relationship is from -1 to 1 of correlation coefficient ( $r$ ). The sign explains whether there is a positive or negative correlation of independent variables and dependent variables. There are two types of correlations which are Pearson product moment correlation if the data is normal and Spearman rank order correlation if the data is non-normal.

$H_0$ : There is no linear correlation between the factors that affected work-life balance.

$H_1$ : There is a linear correlation between the eight factors that affected work-life balance.

## 4. Result and Discussion

### 4.1 Reliability Test

The sample of this study is thirty-one of academicians from the School of Quantitative Science in Universiti Utara Malaysia by using questionnaire as the instrument. There are include nine factors considered in this study. There is job demand, top management, acknowledgement, work environment, family, friends, cost of living, and characteristics since they have a higher reliability value as shown in

Table 2.

Table 2: Reliabilistic Statistics on Instrument

Factors	Cronbach Alpha
1. Job demand	0.736
2. Top management	0.825
3. Acknowledgement	0.704
4. Work environment	0.728
5. Family	0.738
6. Friends	0.913
7. Cost of living	0.849
8. Characteristics	0.802

#### 4.2 Normality Test

The next step after complete the reliability test, we proceed to test whether the data are normally distributed or the other way around. In this study, we use Shapiro-Wilk because the data are less than 50 and the hypothesis testing as below:

Table 3: Test of Normality

Factors	Shapiro-Wilk (p-value)
1. Job demand	0.00
2. Top Management	0.00
3. Acknowledgement	0.00
4. Work Environment	0.00
5. Family	0.00
6. Friends	0.00
7. Cost of Living	0.00
8. Characteristics	0.00

Since all the  $p$ -value for eight factors are less than  $\alpha = 0.10$ , then we reject  $H_0$ . The data are non-normally distributed.

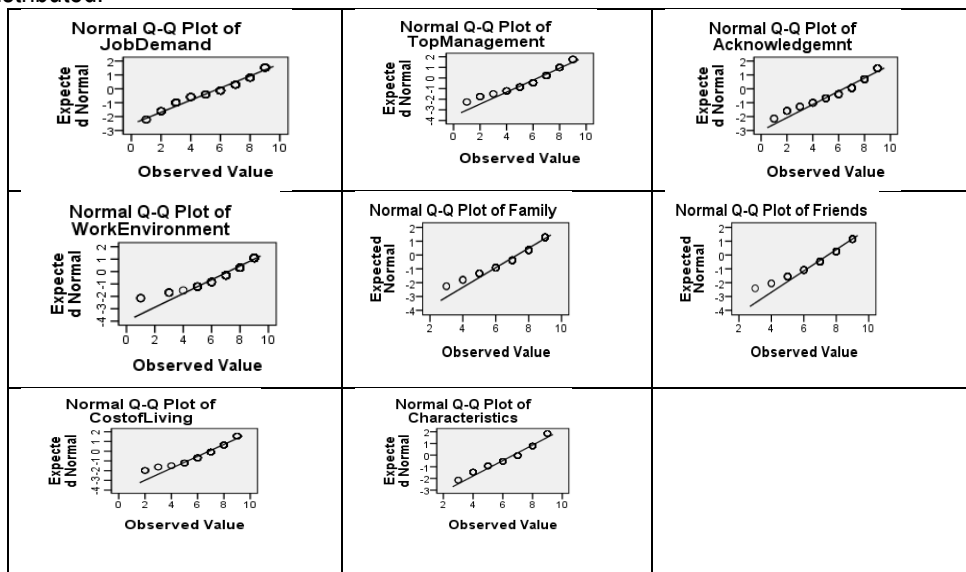


Figure 1: Normal Q-Q Plot

In Figure 1 of q-q plot, the observed value of each factor is plotted against the expected value of the normal distribution. Apparently, the result shows the data are not constantly lie along the straight line and

conclude there is non-normal distribution. Since the data is not normal, then we use the Mann-Whitney test as our comparison test.

#### 4.3 Mann-Whitney Test

Next we continue to the non-parametric test that alternative of the independent-sample *t*-test. Undergo Mann-Whitney U test in this study is to identify the effect of gender of academician towards work-life balance.

Since the *p*-value = 0.129 is greater than the significant value  $\alpha=0.10$ , hence, we do not have enough evidence to reject the  $H_0$ . It means there is no difference between Male and Female academician towards the work-life balance. So, we can say that the gender is no longer became the excuses because each of which has the biggest responsibility and demanding in daily life.

#### 4.4 Correlation Analysis

In order to identify the relationships among the factors affecting work-life balance, the correlation analysis, which is Spearman rank correlation with 90% confidence interval being considered since the data is non-normal.

Table 4: Correlation Coefficient

Factor	Rho value
Top Management with Work Environment	0.803
Family with Work Environment	0.752
Friends with Characteristics	0.781

The result above shows the factors of top management, work environment, family, friends and characteristics are highly correlated among them respectively. That means, these factors have a strength relationship among them and directly affected the work-life balance. Ideally, the top management takes efforts to provide a conducive environment, even yet the satisfied accessible facilities for their employees to perform well at work. The family as well as influence the work environment because when the family is delighted it will help boost a joyful mood and productive in the workplace. For every individual there is a strong-willed friend beside to help and motivated always that change us to become successful and it was aligned with this study of factor friends influence the characteristics to achieve work-life balance.

#### 5. Conclusion

It is found that there is no differences between gender that can be affected the work-life balance and it should possible to anybody achieve it. The correlated factors as such mentioned before will be the contribution to institutions making significant efforts to promote the work-life balance programs to ensure male and female academician is successful in handling stress, managing time between family and work, good performance in work and live in healthy and happy. The programs such as promoting the flexible schedule and also personal and professional balance where employees learn how to manage their time when dealing with multitask and collaborate.

The findings also have implications for academician with regard to a better understanding of factors could imbalance the work-life and provides intuitive while seeking the way how to keep a healthy work-life balance. Besides that, this study will give the chance to the government authorities to start the policy in providing day care centers or crèches at the workplace and healthcare delivery to remain the employee in the workforce in tandem moving towards TN50 which concerning the childcare centers starting with local authorities in Kuala Lumpur.

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# The Awareness and Practice of Essential Oil among Malaysians: Preliminary Findings

**Munirah Mazlan & Nurazzura Mohamad Diah**

Department of Sociology & Anthropology, KIRKHS, IIUM, Malaysia

Email of corresponding author: [munirahmazlan@gmail.com](mailto:munirahmazlan@gmail.com)

Essential oil (EO) is a subtle, aromatic and volatile liquid extracted from the plant source by distillation process or mechanical methods. EO is used widely to enhance life quality and treat illnesses. Aromatherapy, the art of using EO for therapeutic practice is believed to promote healing process through relaxation especially among people who suffer from some stress-related disorder. The objective of this paper is to examine the socio-cultural practices of EO among Malaysians. A pilot survey was conducted to identify the socio-cultural practices of EO among Malaysian. 96 responses were recorded from both males and females from different educational and employment status. The researchers use Statistical Package for the Social Sciences (SPSS) to analyse the data. The analysis suggests that 89.6% women use EO compared to men. The application of EO is different according to gender, age, economic standing and employment status. This study found that 72.9% choose EO for relaxation, 44.8% to treat physical ailments/illness and 40.6% to reduce stress. Interestingly, 58% of the users obtained knowledge of EO from friends and peers, while 55% from the social media. Indeed, most of the respondents agree that EO can help them maintain their physical and emotional wellbeing. Our data also shows that EO is also applied for other purposes such as beautifying the skin and strengthening the immune system. In conclusion, this study has provided culturally relevant implications of EO usage among Malaysians. Although the clinical support for the effectiveness of EO is scarce, the application of EO is widely accepted and being practiced among Malaysians particularly to maintain their emotional wellbeing.

**Keywords:** Aromatherapy, Essential oil, Health, Wellbeing

## 1. Introduction

EO is used widely to enhance the life quality and treat symptoms in patients. However, the scientific evaluation of how the oil itself work to the human body is rather scarce (Hongratanaworakit, 2011). EOs are widely believed that they can be absorbed through the skin due to its micro particle properties and penetrates into the bloodstream which will promotes health wellness. Aromatherapy was identified to be practiced by most of the ancient Eastern civilizations such as China, India and Egypt at least 6000 years before (Hutapea, 2016). Contemporary usage of EO and aromatherapy has its origins in traditional plant medicine. The modern form of EO usage dates from the early twentieth century in France. René-Maurice Gattefossé and Jean Valnet were the first to discover the medical use of essential oils (Barcan, 2014). Today, many studies about EO have been conducted. However, still they offered very little in the way of scientific evidence on the efficacy of EO on patients and were reported in a rather less scientific way (Lis-Balchin, 1997).

The National Centre for Complementary and Alternative Medicine has stated that biologically based therapies was among the most practised alternative therapy in the United States (NCCAM, 2011). Snyder and Lindquist (2009) have categorised EO and aromatherapy in the biologically based therapies as it is naturally derived from plant substances. In Malaysia, the usage of EO can be considered as a new trend. In addition, EO industry in Malaysia was almost non-exist (Hunter, 2009). This was discussed under the issue of producing EO in a production scale. However, the application of EO products in Malaysia might be sustained by the flooding of EO products and brands from the United States, France, Indonesia and the Middle-east countries. In the recent decade, people start to have the feeling that natural is better, safer and healthier compared to the artificial product. Thus, they start to have a strong preference for things that are natural and organic (Rozin et al., 2004). In order to understand why EO is preferred, this paper attempts to examine the socio-cultural practices of EO among Malaysians.

## 2. Literature Review

In the early century, EOs are used in traditional healing practices. However, the scientific investigation into the therapeutic benefits of specific EO is fairly recent. While existing studies are not conclusive, a number of studies have pointed out some promising uses, effectiveness and benefits of using EO. In Korea for instance, researchers have proven that EO was among the best natural remedies to reduce menopausal symptoms among climacteric women (Choi et al., 2014; Hur, Yang and Lee, 2008). Besides, EO is also being practiced to treat pain and ailments (Lakhan, Sheaffer and Tepper, 2016; Hutapea, 2016; Apay et al., 2012; Setzer, 2016). Recent trend shows that the study of EO usage is meant to relieve pregnancy discomfort symptoms and to reduce labour pain among women (Pasha et al., 2012; Namazi et al., 2014). In addition, there are many cases reported of clinical aromatherapy which is used for relaxation, release stress and uplift the emotional concern (Hongratanaworakit, 2011; Bekhradi and Vakilian, 2016; Sanchez-Vidana et al., 2017).

However, little is known about EO consumption and exposure among the public society. Thus, Dornic et al. (2016) have conducted a study which aims to explore the usage of patterns in aromatherapy among the French general population. In a similar vein, Fitzgerald et al. (2007) have also started to make connection between EO usage and some social aspects by studying the effect of gender and ethnicity on children's attitudes and preferences for essential oils in Minnesota, United States. More importantly, research on EO from the social and cultural point of view in the Malaysian context is very limited. Thus, this paper attempts to address that gap.

## 3. Materials and Methods

This research employed quantitative approach. To obtain relevant data, a questionnaire was designed. Briefly, key questions directed the respondent to discuss the practice of EO usage and the experience that most concern to them, as well as to identify their awareness toward EO usage. The questionnaire has two parts. The first part addresses respondents' personal background like gender, age, educational level, income level and employment status. The second part focuses on the cultural practices of EO. It includes the frequency of using EO, the purpose of using EO, source of information and others. All items are measured *with a 5-point Likert scale*. A pilot study was conducted from October until November 2017 to test the validity and reliability of the questions. 88 respondents from various background participated in the pilot study. The respondents were selected using the random sampling technique. All information was gathered and statistically analysed using the Statistical Package for the Social Sciences (SPSS).

## 4. Findings and Discussion

### 4.1 Socio-demographic background of the participants

The participants' demographic characteristics are described in the table below:

Table 1: Socio-demographic information

Items		Age group, n=88				
		15 - 20	21 - 30	31 - 40	41 - 50	above 51
Gender	Male	-	6	3	-	-
	Female	10	50	16	2	1
Marital Status	Single	-	10	34	5	-
	Married	-	22	14	2	1
Ethnicity	Malay	10	55	15	2	1
	Chinese	-	1	2	-	-

	Indian	-	-	-	-	-
	Others	-	-	2	-	-
Education Level	Secondary	6	1	-	-	-
	Certificate/ Diploma	2	4	3	-	1
	Undergraduate	2	45	11	1	-
	MA/ PhD	-	6	5	1	-
Employment Status	Student	10	25	-	-	-
	Self-employed	-	9	4	1	1
	Employed for wages	-	19	14	1	-
	Unemployed	-	3	1	-	-
Income Level	Below RM 1,000	9	34	2	1	1
	RM 1,001 - RM 5000	1	21	9	-	-
	RM 5,001 - RM 10,000	-	1	8	-	-
	Above RM 10,001	-	-	-	1	-

Based on Table 1, EO usage is higher among respondents whose age is 21 and above compared to teenagers or children. This finding confirms previous study by Vuckovic and Nichter (1997) who documented age as a factor which influences self-medication. The table further depicts that males are less frequent to use EO compared to women. Most respondents have completed their first degree which indicates that the use of EO is common among educated group.

Table 2: Frequency of EO usage based on monthly income

Monthly income	Frequency of using EO			
	Everyday	Once a week	Once a month	Rarely
Below RM 1,000	7	6	6	28
RM 1,001 - RM 5000	10	5	2	14
RM 5,001 - RM 10,000	4	2	-	3
Above RM 10,001	-	-	1	-
Total	21	13	9	45

Interestingly, respondents whose income level is higher tend to purchase EO compared to other income group. As reported in Table 2, respondents whose income is below than RM 1,000 rarely use EO. Respondents who earn more than RM 1,001 are likely to use EO.

## 4.2 Socio-cultural practices of EO among Malaysians

As shown in Figure 1, most respondents (73%) choose EO for relaxation. Inhalation of odours may activate the limbic system generating an effect on arousal and emotional response. Smelling an EO may evoke memories and feelings, and recollection of pleasant, scent, associated memories might be related to positive emotional connections leading to general relaxation and stress reduction (Fitzgerald et al., 2007). 43% choose EO due to its capability to treat ailments. These ailments include relieving sore muscles to treating influenza. 41% believed that EO is capable to reduce stress. This is done through inhalation of EO and external application, i.e massage oil.

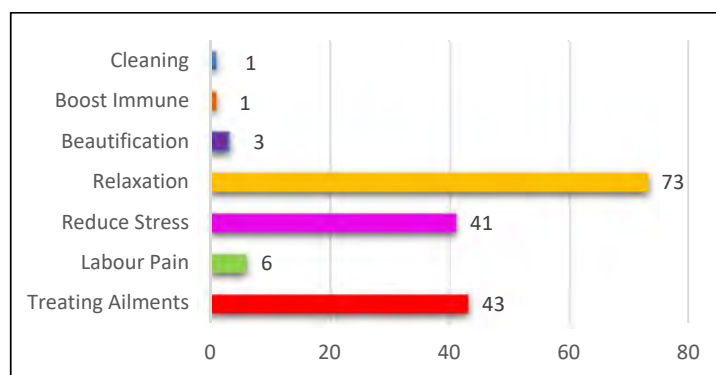


Figure 1: Purpose of using EO

EO and aromatherapy are two options available without prescription. Consumers do not have to seek doctor's advice, resulting in saving of time and money (Vuckovic and Nichter, 1997). In recent years, aromatherapy has become increasingly popular in the consumer culture. Thus, it is essential to understand the motives behind EO usage/preference as well as the ideology of health and wellness that is embraced by individuals.

Figure 2 shows that 51% of the respondents answered they rarely use EO. This population is among students. Interestingly, the number of people that consumes EO on a daily basis is 24%. These people are the working group, have a strong purchasing power and the urgency towards EO usage. EO can be considered as expensive item and less widely found compared to synthetic fragrances. Therefore, those who can afford to purchase EO enjoy both material privileges and cultural capital (Barcan, 2014).

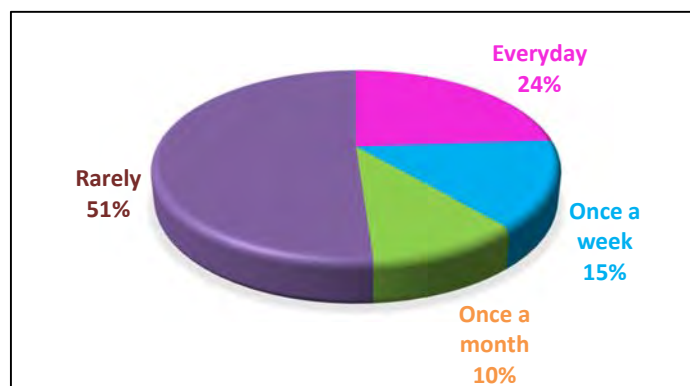


Figure 2: Frequency of using EO

The common application of EO is for external use (75%) as reported in Figure 3. This includes diluting EO massage oil, spray and inhalation. Other than that, 49% use EO by diffusing it to the air. Usually, EO frequent users may have their own diffuser either the electric mist diffuser or a candle burner. The type of EO diffused might be different according to their needs. Ingestion is the least popular method of using EO. Not all EOs are suitable and safe to be ingested. In other words, they need to be diluted before they come into contact with the human body. EO such as lemon oil is commonly used to treat influenza and flu either by external, diffusion or ingestion (Anon, 2013).

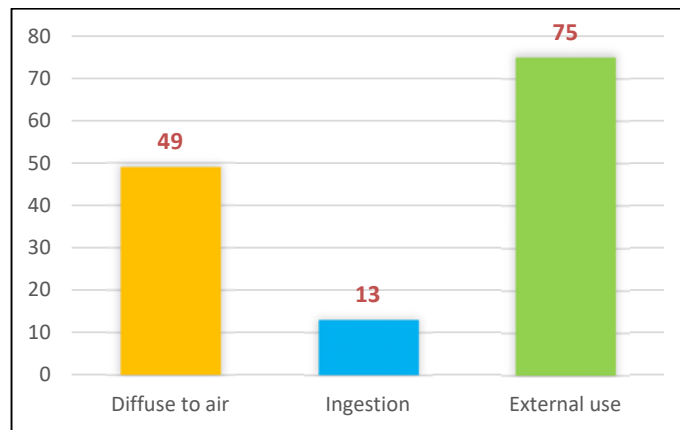


Figure 3: Methods of using EO

Another important element that determines the use of EO is the place or space that the users apply EO (see Figure 4). The findings show that 74% of the respondents use EO at home as home remedies. It is more convenient to use EO at home particularly to treat less severe illnesses such as insect bites, bloating, muscle sore and many more. They apply EO on themselves or on other family members such as spouse and children. On the other hand, 14% use EO in spas mostly for relaxation purposes. The need to escape from stressful environment, clear the mind and connect with friends and family are some reasons people go to spas. They wanted to be pampered, feel comfortable and well looked after (Bowden, 2009). 12% use EO in their offices. EO is a great tool to create a good working ambience in the office and also to reduce the workload stress among the workers.

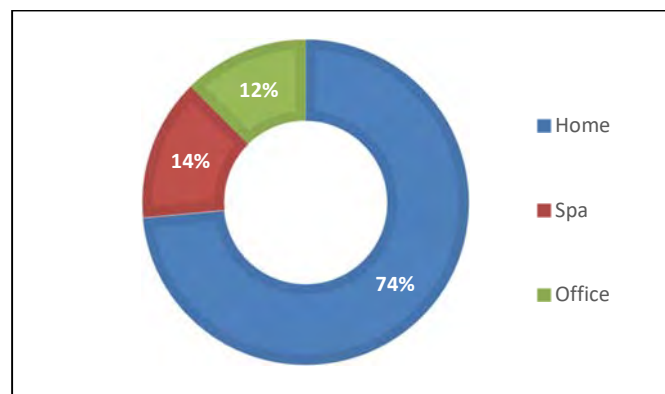


Figure 4: Place using EO

As shown in Figure 5, 22% of the respondents claimed that they first heard about EO from friend and peers. 21% obtained information about EO from the social media and 16% from the internet. Today, these platforms are crucial in disseminating information about EO. 16% reported that the family is responsible to provide information about EO. Nevertheless, only 2% sought information from more reliable sources like hospital or clinic. However, these places do not contribute significantly to EO practises as it is not a part of allopathic treatment but merely an alternative and traditional one.

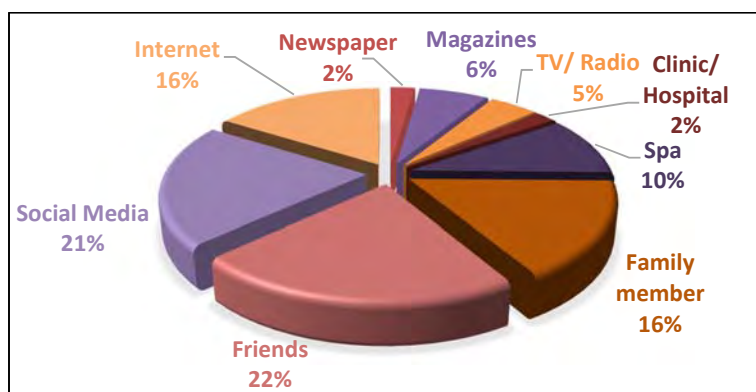


Figure 5: Source of information about EO

## 5. Conclusion

The availability of EO products in Malaysia indicates the degree of acceptability and incorporation of alternative form of treatment into the mainstream Malaysian culture. Several factors have contributed to the increase of this self-medication and alternative treatment. This may broadly considered in relation to three issues: popular health ideology framed around perceptions of illness and health upon using EO, the impact of mass media and advertising and lastly the usage of EO itself was effective and functional to the users. In conjunction with National Key Economic Area (NKEA) under the Economic Transformation Programme (ETP) on healthcare industry, the government emphasised on the re-invigoration of healthcare through customer experiences. There are three key sub-sectors of the larger healthcare eco-system, namely pharmaceuticals and biotechnology, medical technology, and health services, have delivered strong performances relative to the larger, more traditional economic sectors (PEMANDU, 2011). EO is extensively available and used in spas. Malaysia Healthcare Travel Council (MHTC) has projected that wellness travel is one of the fastest growing trends in medical tourism today. The report also mentioned that due to improved economic conditions worldwide, the destination spa segment is expected to grow even more over the next five years and that wellness tourists are the primary customers for destination spas with 15% of them visiting these spas while on their trip. As part of NKEA, medical and wellness travel is seen to have a huge potential to boost the nation's economy (MHTC, 2016).

Indeed, this research can be utilized as a reference in order to understand the socio-cultural aspect in the practice and experience of EO usage among Malaysians. Status quo shows that the physical science approach mostly dominates most of the studies in EO. Thus, this study shows that EO usage can be understood in the social and cultural context. Further multidisciplinary research should be conducted to discover the pattern of EO usage in a more holistic manner. By doing so, we are able to understand more why EO and aromatherapy became accepted as such. In conclusion, this study is pertinent to social scientists because how EO is seen and experienced are greatly influenced by the socio-cultural aspects.

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## New Look, New Identity: Re-Inventing Muslim Women through Fashion

Sharifah Khatreena Nuraniah Syed Faizuddin Putra Jamalullail

Department of Sociology and Anthropology, KIRKHS, IIUM, Malaysia

Email of corresponding author: [sharifahkhatreena@gmail.com](mailto:sharifahkhatreena@gmail.com)

Malaysia is a multi-ethnic country that admires traditions and its traditional costumes. Muslims living in Malaysia are encouraged to incorporate the Malay traditional wear in schools and also offices especially those under the government sectors. However, globalization has brought upon many contesting ideas about what is right to wear and what garments are unacceptable. The rapid development of the Islamic fashion industry, from its designers to the modelling agencies; the fashion revolution has empowered women in ways of projecting their personal identities through the choice of fashion available. While being influenced highly by the global consumer culture, understandings of Islam and its beliefs on “covering” become transformed into new interpretations that reject traditional perceptions of women subjugation and submissiveness. The objective of this paper is to identify how Muslim women re-negotiate their power relations through fashion. Secondary materials that emphasized on fashion issues and its effects on identity amongst Muslim women were studied. This paper reveals that clothing becomes specifically regulated and scrutinized within spaces. The understandings of covering are becoming more individualistic, personalized and accustomed to one’s own identity formation. Nevertheless, tensions between the rising consumer desires in participating within the global fashion movements of the West becomes activated as one’s obedience to stay loyal to the local culture and its perseverance of national identity becomes effected with the decision processes of consumption. In short, Muslim women use fashion in order to re-negotiate their roles and ascribe their personal identities as a way of power play in the modern society thus, making them more visible.

**Keywords:** Bodies, Fashion, Identity, Muslim, Women

### 1. Introduction

The development of the international fashion industry has emerged since the Renaissance period of where the development of trade and commerce found their demand for their supplies of their means of production. With the expansion of cities and industries, the class shifts in the power structure brought upon a Humanist thought that was very much interested in individuality and a desirable visual display (Arnold, 2009). Following the Industrial Revolution of the 18<sup>th</sup> century, the growth of a diversified fashion became visible as the birth of fashion designers of *haute couture* (an elite form of fashion) has evolved in France and made custom hand-made garments especially for individuals bodies and became one of the determinants of what was fashionable at that particular time. According to Arnold (2009: 7) fashion is “a vibrant form of visual and material culture that plays an important role in our cultural and social life... it shapes our bodies and the way we look at others [and also] ... enables creative freedom to express alternative identities” that becomes personally dictated with what is deemed beautiful and acceptable. Barnard (2002 cited in (Chen *et al.*, 2014) maintains that clothing serves a material and cultural function. The first functioned as a way of protection, modesty and attraction and the later, contains the functions of communicating personal expression, status symbol religious condition and also socio-economic roles and rituals.

In bringing the focus towards women and society in Malaysia, a new phenomenon of *Muslimah* fashion now dominates the fashion trends amongst the Malays and Muslim communities. The term *Muslimah* is referred to the “female Muslims” who represent themselves through Islamic culture and faith (Contractor 12 cited in Hassim 2014). To date, globalization, consumer culture and the advancement of technology have played a fundamental role in providing women with numerous array of clothing articles to choose from. This “freedom to choose” acts as a very powerful tool for women empowerment in their identity constructs, as women are able to share amongst with each other through cross-borders, the different

ways in which they use clothing articles in transforming their socially gendered character into a more empowered outlook towards society by showing their visibility through different mediums of space (Hassim, 2014). Thus, the aim of this paper is to examine how fashion helps Muslim women reinvent their identity within their private and public spaces.

## 2. Literature Review

Besides dressing to appear Islamic, Malaysia is a multi-ethnic country that admires traditions and its traditional costumes. Malaysian women also incorporate their “New Look” through the re-fashioning of their traditional attires as a way of negotiating their power prescribed by men, which becomes a common practice amongst women to date as it is considered as a “soft-power” play against patriarchal discourses. As *Muslimah*’s reinvent themselves in terms of fashion and consumption, vanity, competition and social-consciousness becomes probable. In parallels with the static unchanging nature of *Abaya* that imposed modesty of Gulf women, traditional Malay dress have also been transformed into fashionable and stylish apparels that ostensibly exudes vanity (Sobh, Belk and Gressel, 2012). The re-invention which occurs through various strategies of clothing allows women to unite amongst themselves in order to negotiate conflicting demands that embrace both local and global trends and also seek to find compromises between the new and the old. Therefore, out-globaling the global becomes tangible while still embracing their cultural heritage.

What is more, Warner (1992) and Cinar (2005 cited in Ismail 2008) argued that “the public sphere is not just an arena of deliberation, but also a space of identity formation through performances and subjectivities of visual displays as well as through the validation and authorization” (p. 420) which administers a sense of belonging within a society. In achieving a sense of belonging nowadays becomes a very challenging practice as globalization has brought upon significant social and economic upheavals that have shifted discourses of beauty, religion and modernity through mediated channels of advertising and commercial imagery. Modernization integrated with secularization of the public sphere has proliferated consumer culture and consumerism through immigration, global media dispersion and the access to multinational products and services (Sobh, Belk and Gressel, 2012). Accordingly, many nations urge to embrace a modernized fashions sense of style that embraces the changes of modernity and its openness to the West. Nonetheless, as the increasing adoption of Western values conflicts with local religious and patriarchal principles, conservatives fear over its moral decadence of this impure lifestyle that is regarded as a disguise of Western imperialism (Sobh, Belk and Gressel, 2012). Modes of clothing amongst Malaysian Muslim women have also transformed by incorporating and adapting international fashion trends and designs that are supplemented by popular Western brands and fashion items.

With the new technological advancement, “the Marketing of Muslim Women” through the internet and social media platforms display new fashion avenues that have been developed in broadcasting the latest fashion styling of a wider selection of garments (Waninger, 2015). What becomes materialized is their aim to look “cool” in order to assimilate within the expressions of modernity through appearances. To that account, this cultural phenomenon has progressively emerged amongst the urban middle-class women who are using space especially in today’s context, through special arenas in projecting their identities through the re-fashioning of their bodies publicly (Noormohamed, Nadia, 2008). This as an effect has resulted the *Muslimah* fashion industry in creating and developing their own identities through modest wear by portraying Muslim women as more independent, strong, educated, bold and confident.

## 3. Research design

This research is a secondary analysis study that is descriptive in nature as the data collected is based on the local Malaysian magazines. This particular study focuses on six different magazines: *Hijabista*, *Hijab Fesyen*, *Era Muslimah*, *Wanita*, *Mingguan Wanita* and *Keluarga*. The focus in studying these magazines was to explore how Muslim women today define their personal identity through visually

expressing their sense of fashion in different spaces. Hence, all the magazines chosen for this study were chosen as its content catered highly towards Muslim women whom are their main target market of its readership. The data collected examined the types of attire worn by Muslim women in specific locations that were highlighted in the magazines. The study categorized the data into fashion and space; where space became sub-divided into smaller categories of the private and public realms in order to visually comprehend a clearer data collection of what types of clothing are chosen in re-inventing their new looks as a Muslim women. The researcher has separated the findings of the fashion worn by women located in studio settings. This was due to the reason that the studio could regarded as a space that is both private and public. Private, in the sense that it is within confined spaces and often an area pre-dominated by women and also public in the sense that the studio is a place of socialization and work.

## 4. Findings and Discussion

### 4.1 Fashion in the private realm

Based on the analysis, this study discovered that Muslim women become commonly depicted in wearing traditional wear within the private spheres. The private sphere found in the magazines is mainly staged at home where women choose to wear the traditional *baju kurung* (trapped dress) at home. Although other forms of casual clothing are also visible (see Table 1), women still choose to be seen in *baju kurung*. Nevertheless, these women re-fashion their looks by wearing a more “fashionable” and “fashion savvy” look that coincides with the new trends of what portrays a “modern women”. Women choose to enhance their visibility and attractiveness in private spheres of the home while also playing their roles as mothers or daughters by adding to their look embellishments to their clothing. The embellishments that are found to have won favor by the women are those in three-dimensional flowers, appliques, feathers, lace, sequins, *Songket* material, ruffles or prints. Hence, it shows that although women prefer traditional wear to be worn in homes in compared to the other locations depicted within the private and public realms studied in this research. Muslim women, despite their need in playing important roles at home, they still chose to wear the traditional wear as a symbolic way of communication over the ideological identity of respecting the traditional Malay ways of life but yet, still plays around with detailing in their attempt to beautify and make themselves more visible (Fakhruroji and Rojati, 2017).

Table 1: Fashion in space

Space	Fashion
<b>Private</b>	
House	<i>Baju Kurung</i> , Long Dress, <i>Plain Modern Kurung</i> with 3D Flowers, Long Sequined Dress with Ruffles, <i>Mermaid Kurung</i> with Border Lace, Blouse with Jeans, <i>Songket Kurung</i> , Flared Sleeved Blouse with Pants, <i>Printed Kurung</i> , <i>Modern Kurung</i> , Blouse with Pants, Sequined Abaya, Plain Abaya, Jacket with Pants, <i>Lace Kurung</i> , Sequined Long-sleeve-dress, Long Blouse with Brocade Pants, Long Cardigan, Jubah
<b>Public</b>	
Hotel	Blouse and Jeans, <i>Kebaya</i> with Pants, Blouse and Pants, Princess Dress, Jubah, Jacket with Pants, <i>Modern Baju Kurung</i> , Ball-gown Dress, Long Cardigan, Long Dress, <i>Baju Kurung</i> , Abaya, Denim, Leather Jackets with Jeans, <i>Songket</i> Dress, Long Jacket, Ball-gown Skirt, <i>Modern Kurung</i> , <i>Peplum Kurung</i> , <i>Lace Kurung</i>
Garden	
Parks	
Mosque	
Street	

Nevertheless, the mediums of these magazines highlight an enormous emphasis on a few particular casual clothing, such as those, palazzos, cullots, oversized jackets, cardigans and blouses, flowy long skirts, *Abaya*, princess cut dresses, black and white pairing and flared sleeved blouses. What is more, in terms of traditional wear, *baju kurung* are re-styles into a more modern look where features of peplum, fishtail and *kurung Kedah* cuttings are in fashion and further embellished with ruffles, beadings, three dimensional flowers, lace, prints and *Songket* are incorporated to make women more visible.

#### 4.2 Fashion in the public realm

Correspondingly, this research has also focused on the fashion attributed within the public realms depicted in magazines. Large amounts of imagery were captured in hotels, garden or parks, the streets and mosques. With reference to Appleford (2016) research, the aspects of “dressing up” in fashion mostly occurs in the context of special occasions and places of high socialization. It is in these locations that women feel it necessarily important to “put more effort” in the way they look. (Appleford, 2016).

Hotel spaces carried out the most significant data collection as many corporate or charity events and product launchings were held at this space. What became obvious was the fact that it was in this space that women were seen to be wearing trousers the most. Although other variations of clothing such as traditional wear and *Abaya* were also depicted, women in this space re-fashioned their look by incorporating a more modern twist to their look. For instance, women paired their *kebaya* tops, blouses and jackets with pants that were slim fitted, culottes or palazzos.

Following, garden or parks are the second largest focus captured in magazines. Here, women become visible in a large array of clothing that mixes both traditional and casual clothing. Though there is a higher visibility of women wearing modern *baju kurung* rather than a casual two-piece of a blouse and trousers. Similarly, as for fashion on the streets, women too are seen to prefer wearing either traditional-wear or those clothes that are modest in its appearances such as long cardigans, long blouses and jubah. Contrastingly however, it is observed that women on the streets are more daring in their choices of fashion as women are seen to showcase the use of leather jackets and jeans. Street-wear in this case is still very much conservative but women do show a sense of exploration within the streets as they are devoted towards creating expressions of modest dressing that resonates to the postmodern representations of urban modesty (Hassim and Khalid, 2015).

Lastly, one of the most astounding data collected was observed through the focus on mosques as the locality of Muslim women's fashion. It became apparent that women in this space were made visible through the attributions of the 'akad or marriage ceremony that has currently been popularized as an act that occurs in the mosques. Women are characterized in magazines as either brides or bridesmaids. Fashion with this significance visually displays a significant amount of imagery on lace *baju kurung*, lace peplum bridal gowns, lace princess dresses and *Abaya* with lace. It could be observed that lace has a large correlation with how women style themselves for weddings. Apart from wedding attributes at the mosques, daily clothing articles such as black *Abaya*, jubah and *baju kurung* are also presented in the categorizations of religious-wear. Although these clothing articles are considered to be the conservative Islamic dress, women give a “personal touch” to their look by typically choosing to wear a piece of article that is colorful, beaded or with embroidery (Chen *et al.*, 2014).

It must be noted that one other commonly focused location is in bridal boutiques. However, imagery of clothing represented in bridal boutiques lie largely in the focus of bridal-wear where the fashion covers a variety from traditional bridal-wear of modern *baju kurung* or *kebaya* to ball-gowns with trains. What is more, it was found that women who were in casual attires in bridal boutiques were either the owner, sales-girls or the tailors of the boutique.

## 5. Discussion

Space has fundamental influences over one's identity formation (Cote, 1996). Cote (1996) identifies three different perspectives of identity. The first understood under the term social identity that designates the position of one within a social structure. The second, prevails the conceptions of personal identity that denotes the more concrete aspects of "individual experiences" rooted within interactions (institutions) and lastly the notion of an ego identity which refers to a "more fundamental subjective sense of continuity" that characterizes the personality. This social structure and personality perspective framework employs the term "space" as intertwined with culture as the interaction between one's personality and the social forces becomes inseparable. The distinction between the private and the public space becomes credible within a number of understandings. This research takes upon its literal meanings of which separates both realms spatially.

Consequently, as it personifies the roles of gender politics in the social arena, clothing becomes specifically regulated and scrutinized within spaces as a management mechanism of public Muslim presence by institutions (Ismail, 2008). This process of control over the bodies of Muslim women and their sexuality through forms of veiling or covering the body becomes interpreted into social forms of backwardness, patriarchal domination, false consciousness and female subservience. Therefore, this symbolic discourse of women's social and sexual submissiveness calls for a re-negotiation of their appearances.

As Muslims live within the *Ummah*, globalization has brought upon many contesting ideas about what is right to wear and what garments are unacceptable. This polarized view of fashion discounts Muslim women as either a) plain, dull, boring, and religious in an overzealous sense or on the contrary as b) flashy, an attention seeker or a free (Sobh, Belk and Gressel, 2012). What becomes apparent here are the discourses of where garments become the subject of debate as fashion choices have offered Muslim women an open field to explore their religion and how they personally wish to express it (Janmohamed, 2016). As a result the understandings of covering are becoming more individualistic, personalized and accustomed to one's own identity formation and thereby convey a vision of Muslim women being endowed with modern agency (Mossi re, 2012).

## 6. Conclusion

With the focus of exploring how Muslim women in Malaysia re-invent their identities through this "new look", it is apparent that magazines play a huge role in influencing Muslim women to keep up to date with fashion, yet still remain themselves covered (Muhammad Tahir and Abdullah, 2015). Women have the options to choose the kind of fashion based on their space. By displaying different styles, materials and colors, women make adjustments in their new look. In conjunction with the government's aims in the *Transformasi Nasional 2050* (TN50), this research aspires to guide women in new Muslim fashion avenues as it is the aim of the policy to have a global rise of Islamic values specifically in culture and fashion in order to sustain the norms and values of Malaysia's Islamic and multi-ethnic heritage dressing.

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## Understanding Orang Asli Participation in Sport: Some Methodological Issues

Baidruel Hairiel Abd Rahim & Nurazzura Mohamad Diah

Department of Sociology & Anthropology, KIRKHS, IIUM, Malaysia

Email of corresponding author: [baidruel@gmail.com](mailto:baidruel@gmail.com)

Social science disciplines like anthropology, sociology, political sciences, economics, education and so on often work with vulnerable groups in an attempt to understand their live experiences. Qualitative methodology and ethnography in particular helps a researcher to identify the behavior that contradicts beliefs, opinions and emotions from the participant perspectives. In the West, the use of ethnography to study sport and vulnerable group is significant considering the rich amount of information potentially obtained during fieldwork. This paper aims to elucidate some methodological issues related to the study of sport particularly among Orang Asli (aborigine) athletes. To obtain relevant data, in-depth interview, focus group interview (FGI) and participant-observation were conducted among ten Orang Asli athletes from the Jakun tribe in Pekan, Pahang. These athletes whose age are between 14 and 17 years old have participated in various sports like track and field and cross country running. The findings discovered that vignettes are useful to help participants express themselves and disclose their experiences in sports. Vignettes have been utilized efficiently in all FGI sessions as interaction stimulants between participants and researchers. Interestingly, the low-context communication between the researchers and Orang Asli athletes at the beginning of most interviews have transformed into a high-context communication. It is also suggested that researchers role as a teacher, coach and sportsman have helped them in managing the relationships in the field. In conclusion, employing qualitative methodology to study vulnerable group requires careful selection of methods and consideration of the approach needed.

**Keywords:** Ethnography, Orang Asli Jakun, Vulnerable group, Qualitative, Sports

### 1. Introduction

Qualitative methodology has been widely employed in the field of social sciences particularly in anthropology, sociology and psychology (Hartley and Muhit 2003). It has unique characteristics and can be seen through its application and understanding. As suggested by Neuman (2006, p.157):

Qualitative research uses a language of cases and context, examines social process and cases in their social context and looks at interpretations or the creation of meaning in a specific setting.

Based on the above understanding, the researchers identified several characteristics in qualitative research namely language and context of cases, social process and context, and interpretations of meaning in research settings. Similarly, Neuman's idea is supported by Lincoln et al. (Cited in Malterud 2001) who stated that researchers used qualitative research to explore 'the meaning of social phenomenon as experienced by individual themselves' (p. 483) in their context. The nature of qualitative research is exploratory, explanatory and descriptive. Hence, the use of qualitative research design is amicably substantial particularly in understanding the cultural and social phenomenon. Furthermore, Bogdan and Biklen (2007) have indicated five attributes of qualitative research namely: naturalistic, descriptive (data), concern with process, inductive and meaning. It is worthy to note that researchers who engage in qualitative studies are enthralled with action and context especially through observation with people in their natural settings. In addition, qualitative methods help researchers to understand meanings and experiences from the participants' (emic) point of view. Indeed, this approach considers several units of analyses such as impression, words, sentences, photos and symbols of a specific group or culture.

On the other hand, qualitative methods allow a researcher to be flexible while initiating and collecting

data. Thus, the expected proposition is not anticipated, rather it allows research participants to express their feelings and opinions about the research issue. Qualitative methods therefore help researchers to understand how people see things and make sense of their experience which cannot be provided by quantitative methods (Liamputtong and Ezzy, 2017).

### 1.1 Strength of qualitative approach

Qualitative approach is flexible and fluid than quantitative methods (Liamputtong and Ezzy, 2017). As suggested by Glaser and Strauss (Cited in Bryman 1984), it is flexible and fluid because “it emphasizes discovering novel or unanticipated findings and the possibility of altering research plans in response to such serendipitous occurrence” (p. 78). Nevertheless, quantitative research experts frequently argue that qualitative approach is less value and less scientific in approach.

In addition, the strength of qualitative approach can also be discerned via its exclusivity. According to Hartley and Muhit (2003), there are three qualities of qualitative approach. Firstly, it is exclusive when the topic is hardly explored. Thus, the use of qualitative methodology will be appropriate. Secondly, it is exclusive when the target participants are vulnerable. Thirdly, it is employed when the policy information required by authority.

Furthermore, qualitative approach is suitable for handling sensitive topics such as deviant behaviour, chronic diseases, sexual orientation and health which requires vigilant methodology (Wilson and Neville, 2009; Dickson-Swift et al., 2009). In the case of menopausal research conducted by Nurazzura (2009), she established contact and rapport, and spent more time to convince the potential participants particularly the urban women to participate in her study. Hence, the use of qualitative methods is deemed appropriate.

### 1.2 Approaching vulnerable group of Orang Asli Jakun

Research on vulnerable groups is substantial in the area of medical and health, deviant behaviour, and minority ethnic groups. According to Moore and Miller, cited in Liamputtong (2006, p. 2):

they are people who lack the ability to make personal life choices, to make personal decisions, to maintain independence and to self-determine.

This research recruited ten *Orang Asli* Jakun via the purposive sampling. According to Neuman (2012, p.149), purposive sampling is “a valuable kind of sampling for special situation”. The use of this sampling technique is common in an exploratory research. There are three situations where purposive sampling is used. Firstly, it is used in selecting unique cases. Secondly, it is used to select members who are difficult to reach. Thirdly, it is used to identify particular types of cases for in-depth investigation. The sampling of this study fits into the first identified area as it involves recruiting students from the ethnic group of *Orang Asli*. These students are between the ages of 13 to 16 years. They are involved in the track and field events (athletics) and volleyball and thus represent their schools in various school meets.

Table 1: Background of research participants (n = 10)

Age(s)	16	5
	14	2
	13	3
Sex	Female	8
	Male	2
Form(s)	4	5
	2	2
	1	3



Event(s)	Track	7
	Field	2
	Track and Field	1
Years of Experience in sport	5 years	1
	4 years	4
	3 years	2
	2 years	3

As indicated in Table 1, the participants for this study are the *Orang Asli* from the Jakun tribe who live in *Kampung Permatang Keledang*. Most of them stay at the dormitories of *Sekolah Kebangsaan Permatang Keledang*. Those who reside in dormitories are from the nearby aboriginal villages in *Runchang* as well as *Tasik Cini*. Since this research involved vulnerable group, focus group interviews (FGIs), in-depth interview and participant observation were employed to gather relevant data.

## 2. Findings

### 2.1 Vignettes as a tool to stimulate conversation

Generally, *Orang Asli* is known for their introvert character (Brown and Fraehlich, 2011). They are sensitive and shy compared to other groups. This makes communication a challenging one for the researchers. To make conversation more interesting, the researchers have used vignettes, a technique used in structured and depth interviews as well as focus groups, providing sketches of fictional (or fictionalized) scenarios" (Jenkins, 2002, p.2). The use of vignettes is substantial because they act as stimulus for the discussion. The researchers have utilized vignettes to a greater effect and found it useful. Sometimes, when the participants found it difficult to understand certain issues and examples, the researcher presented a vignette: (Jenkins, 2002, p.2). The use of vignettes is substantial because they act as stimulus for the discussion. The researchers have utilized vignettes to a greater effect and found it useful. Sometimes, when the participants found it difficult to understand certain issues and examples, the researcher presented a vignette:

Rizal Pela was so naïve when he was caught by the disciplinary teacher for smoking. He indeed has started smoking recently when his friends encouraged him to do so and found it enjoyable. The punishment by the school authority is so surprising. He only has been issued with a warning letter and suspension from school for one week compared to his friends who received harsher penalties such as corporal punishment. This is due to his calibre reputation as a National Sprinter where he represents Malaysia in many International inter-school events.

The researchers found that the above vignette has triggered the research participants to respond to the issues related to sport participation, social status and social mobility in schools among minority students. Thus, vignette in this study serves as a medium to visualize complex situation by giving similar example to the issues asked.

### 2.2 Communication barrier

From the researchers' observation, *Orang Asli* students experienced a communication change from low-context communication to high-context communication. It occurred in both, verbal and non-verbal forms (Nishimura, Nevgi and Tella, 2008). According to Hall, cited by Lailawati (2005, p.61) noted that:

high context communication or message is one in which most of the information is already in the person, while very little is in the coded, explicit, transmitted part of the

message. A low-context communication is just the opposite, that is, the mass of the information is vested in the explicit code.

The researchers discovered that *Orang Asli* participants are *moving* from high-context to low-context communication; that is, they use both forms to some extent. While they are being more explicit, they continue to use some techniques which also allow them to avoid being *entirely* explicit. For instance, some participants shared their sporting experiences and expect the researchers to be able to pick up the cues. In other words, they provided part of the information and the researchers were expected to fill in the rest. For instance Julita, 16, said:

In the case of my cousin in *kampung* (village), when he committed disciplinary problems and naughty stuff, his teachers have never complaint. The naughty stuff that should not be tolerated. His achievement in sports really matter. If he gone missing for a naughty stuff, he will just disappear.

In the case of naughty stuff, the researchers found it difficult to understand because the details of the story are not provided by the participants. The researchers also found this form of communication a challenging experience because they have not experienced disciplinary problems and were not previously aware of the problems. However, the in-depth interviews conducted earlier with school managers and the reading the researchers have done on the topic had given them the necessary information. For instance, students who actively participate in sport frequently received special treatments from teachers.

### 2.3 Establishing rapport in the field

Getting access to the field is very crucial. The multiple roles of the researchers – as teachers and coaches have expedited the access to the information and thus making data collection process less bureaucratic. Since the research participants are secondary school students, it is relatively easy for the researchers to build the rapport. Students look up to the researchers as we presented ourselves as teachers and coaches. The participants gradually open up and start to cooperate with the researchers. Aside from that, the researchers received a great help from the key informants. The key informants assisted the researchers to set up meetings with research participants for FGIs as well as during participant observation in the field.

As qualitative researchers, they have played the role as moderators in every FGI sessions. Therefore, they have equipped themselves with a good interpersonal skill during the conversation. However, a huge challenge encountered the researchers. The *Orang Asli* participants are easily distracted and many times the interviews have to be stopped. They are able to stay focus between 9-10 minutes only. To overcome the problem, the researchers have utilized simple and short Malay language during the interview sessions:

- |               |   |
|---------------|---|
| Researcher    | : <i>Keluarga ada masuk sukan tak?</i> (Did your family members play sports?)   |
| Participant 1 | : <i>Mak wakil sekolah.. main bola jaring...</i> (Mom represented school... she played netball...)                                  |
| Researcher    | : <i>Pernah tengok mak main?</i> (Have you seen your mom play?)   |
| Participant 1 | : <i>Pernah. Masa kecil...</i> (Yes... During childhood)  |
| Participant 2 | : <i>Mak, ayah tak main... kakak ada... wakil negeri</i> (Mother and father did not play... My sister yes... represented the state) |

Researching *Orang Asli* Jakun through qualitative method is a new perspective to the body of knowledge. Although qualitative approach is not new in studying sport in the West, very limited research in the context of Malaysian sport employed this approach. The tradition of quantitative approach still dominates. The study of sport heavily depends on the numerical data. Over the years, data obtained from qualitative approach have been appreciated by the Western academics. This is evident in their research where they encourage the use of qualitative approach. The researchers found that the use of vignettes is efficient in the case of sports research. It serves as a tool to help them in understanding the topic discussed. Vignettes have stimulated discussion and as a result, they received sufficient data for the FGIs sessions. However, the researchers are uncertain whether the use of vignettes is possible for other vulnerable groups. In addition, it is evident that the nature of low to high-communication context was due to the *Orang Asli* circumstances, upbringing and socialization process.

### 3. Conclusion

In a nutshell, qualitative approach is useful to study vulnerable group. It helps the researchers to explore more issues about many things. The findings of this study have considerable potential to bring an impact in the formulation of policy and benefit various stakeholders. At the ministerial level, the use of qualitative methods will reduce the gap between governmental agencies and people, especially those from vulnerable groups. Furthermore, it helps those in the academia to generate a better mechanism in collecting meaningful data for their qualitative research. Most of all, it contributes to a development of epistemology especially in the area of anthropology, sociology and research methodology.

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## **Gender Imbalance and The Nigeria's Democratizing Process**

**Abubakar Jibril<sup>a</sup> & Suleiman Kawuwa<sup>b</sup>**

<sup>a</sup>Department of Sociology Usmanu Danfodiyo University, Sokoto, Nigeria

<sup>b</sup>Centre for Policy Research and International Studies (CenPRIS), University Sains Malaysia (USM)

Email of corresponding author: jibrilabubakar1@gmail.com

This paper attempts to analyse the gender imbalance existing in the Nigeria's democratizing process. Gender imbalance has been a permanent feature in the democratic politics of most countries of the world, including Nigeria, with women being relegated to the background. Thus, women remain the marginalised gender. This marginalisation, the paper argued, is partly derived from the pattern of socialisation of men and women into the different roles in the society and which subsequently results in unequal access to and unfair distribution of resources. This impedes development and productivity. Various attempts were made by the international community and national governments to address this problem. However, in spite of these efforts, the representation of women in the Nigerian democratising process, even though could be said to have relatively improved, is still very low. This is because the female gender in Nigeria, often, are besieged with many challenges which militate against their effective participation in the country's democratic process and the continued male dominance in this area of human endeavour. These challenges, as discussed in the work, include among others, the patriarchal ideology, money politics, illiteracy and the general nature of the country's political terrain. Based on the foregoing, some recommendations were made such as intensifying efforts on gender affirmative actions, need for the ratification of protocols and treaties on gender equality to which Nigeria is a signatory, change in our attitudes, among other things.

**Keywords:** Gender; Democracy; Nigeria

### **Introduction**

There is currently a growing academic interest in the level of participation of women in democratic politics. The 'third wave' of globalisation emphasizes the issue of democratizing process, women and human rights. Almost all over the world the female gender are exploited and marginalized. One area in which this disparity is very apparent is in the area of democratic politics. Although women account for roughly one half of almost every country's population in the world, they are yet to be proportionately represented in the democratic process of most if not all countries in the world. In fact, a global survey of women in politics revealed that most countries register five per cent or less of women at every level and in every sphere of government (Nwankwo, 2002). Again, within the structure of political parties which provided the basis for participation in the democratic process, women are prevented from occupying leadership positions as less than 11 per cent of party leaders worldwide are the female gender (Shvedova, 2002 cited in Dantake, 2011). This imbalance slows down development as development cannot be very well achieved in the face of inequalities. Various attempts were made by International and National Organisations as well as National Governments to curb this anomaly but with a little success as most countries of the world could not meet up with the 30 per cent representation of women in national governance as suggested by the international communities. Nigeria, which is a signatory to many treaties and protocols on gender affirmative actions, is also yet to meet the 30% target even though it has pledged in its National Gender Policy, a 35% female representation in its democratising process.

This study, therefore, aimed at analysing the gender imbalance that existed and which still exists in the Nigerian democratising process. In doing so, the authors took a look at the country's four democratic republics; the First Republic (1960-1966), the Second Republic (1979-1984), the Third Republic (1991-1993) and the Fourth Republic (1999-Date). After unveiling some of the factors responsible for that imbalance and the continued male dominance in the Nigerian democratic scene, the paper concludes by offering some policy recommendations and ways through which the problem can be corrected and, by

extension, gender balance assured.

### **Gender Imbalance and the Nigeria's Democratizing Process**

Gender imbalance is, not simply a Nigerian or African phenomenon but a global one and it is found in all facets of our day-to-day activities. One area in which this disparity is very apparent is in the area of democratic politics. Although women account for roughly one half of almost every country's population in the world, they are yet to be proportionately represented in the democratic process of any country in the world. For instance, as observed by Nwankwo (2002), the United Kingdom and the United States which are among the oldest democracies in the world had just 9.1% and 9.0% female representation respectively in their parliaments as at 1994. Yet, these figures are a major improvement considering what obtained in 1980 when they were 2.9% and 3.7% UK and US respectively. Although some Scandinavian countries like Norway and Sweden have as high as 38% women in their parliaments (Nwankwo, 2002) and some African countries like Rwanda which has 48.8 per cent, Tanzania having 23.3% and South Africa with 29.8% (Ogidefa, 2008), Nigeria is far from attaining such heights.

### **The First Republic (1960-1966)**

In the Nigeria's First Republic (1960-1966), both the President and the Prime Minister were males. Again, there was no female minister while there were only 3 women legislators (Maduagwu, 2009). In the 1961 general elections, 3 women were elected to the Eastern House of Assembly. Throughout this period, there were no female minister in any of the regional governments (Nwankwo, 2002), no woman was in the top positions of any of the political parties and while women in the Southern part of the country voted and few among them contested for seats in the House of Representatives, those in the North were not allowed to do so and, thus, could neither stand as candidates in the elections nor even allowed to elect candidates of their choice (Dantake, 2011). However, the 1966 coup brought an end to this democratic dispensation, paving a way for 13 years period of military rule in the country through series of other coups.

### **The Second Republic (1979-1983)**

In the elaborate preparation for the return of civil rule, new constitution modelled after the American Presidential system was drafted and approved by the constituent assembly. When the ban on political activities was lifted in 1978, women, including those in the North came out to participate in full force; some even attempted to form their own political parties. Five (5) political parties – the Great Nigeria Political Party (GNPP), the National Party of Nigeria (NPN), the Nigerian Peoples Party (NPP), the People's Redemption Party (PRP) and the Unity Party of Nigeria (UPN), out of the 52 competing political associations were registered and elections were held at the Local, State and Federal levels, and a civilian government was sworn in October, 1979 (Nwankwo, 2002). During this period, there was a significant improvement in the status of women in the Nigerian democratic process particularly in the North where the women, for the first time were allowed to exercise franchise and, for the first time, a woman was appointed as a State Commissioner there. Another remarkable achievement was the presentation of a woman by the Unity Party of Nigeria (UPN) as its Vice Presidential candidate during the 1979 elections. However, the registration of political parties that contested elections during this period was done in favour of the male as none of the women's political associations was registered and, thus the women only resorted to forming women's wings within the registered political parties to campaign for the men. Consequently, in the 1979 general elections, no woman contested for the position of President and State Governor in any of the then 19 states while only 4 women contested for the 45-member Senate, yet, none of them won. In the House of Representative 17 women contested while only 3 of them won and in the States House of Assembly, 42 women contested but only 5 won. Again, only 6 women were appointed as ministers throughout the period of the Second Republic and every State had at least, only 1 commissioner (Nwankwo, 2002 and Dantake, 2011). Similarly, in the 1983 general elections only 1 woman and 2 women won in the Senate and in the House of Representative respectively, and in the Houses of Assembly of then 19 States of the Federation, only 5 women won. The little progress in the position of women in the

democratic process made during this period was, however, eroded by the re-emergence of military government in 1983.

### **The Third Republic (1991-1993)**

In preparation for the return to civilian government, the then military regime designed two political parties – the National Republican Convention (NRC) and the Social Democratic Party (SDP). Elections for Local and State Governments were held and winners sworn in; in 1990 and 1992 respectively. The Presidential election was held in June, 1993 though was subsequently annulled by the military government on grounds of irregularities. During this period, although women showed an impressive participation to the extent that a woman contested the Presidential primaries, yet they generally remained underrepresented. Dantake (2011:304) summarised the outcome of the various election held during the period thus:

Out of a total of 1,297 positions nationwide, women only won 206. No woman made it to the governorship position.... Results for the National Assembly indicate that, out of a total 95 seats for the Senate, only one (1) woman made it, while a total of twelve (12) won elections into the 638- member House of Representatives. For the 30 State Houses of Assembly ... women won only 27 seats.

In addition to the above, only 2 women were chosen as Deputy Governors. This Republic was, however short lived following its abortion by the then Military Government and the subsequent seizure of power from the then interim government by the military in 1993.

### **The Fourth Republic (1999-Date)**

In preparation for a return to another Republic, new political parties were registered and elections were held in 1999. Following the handing over of power to another civilian government in 1999, leading to the emergence of the Fourth Republic (1999-date), gender imbalance in the Nigeria's democracy, though could be said to have relatively reduced, yet, it persists. For instance, the representation of women in contestable positions has increased from less than 3% in the previous Republics to 3% in 1999, 4% in 2003 and 6% in 2007 (Agbalajobi, 2009). In the 1999 general elections, there was no female Presidential and Governorship candidate, 3 females out of 109 won in the Senate and 13 out of 360 won in the House of Representatives. In the 36 States of the Federation only 1 female got her way to the Deputy Governorship position, only 12 out of 990 won in the Houses of Assembly (Agena, 2007), and of the 36 Speakers of the Houses of Assembly, there was only one woman (Nwankwo, 2002). At the Local Government level, only 9 females out of 774 won as Local Government Chairpersons while 143 out of 8,810 won as councillors (Agena, 2007). In short, the record of this election shows that out of a total of 631 women that contested for various positions, only 181 won. In terms of political appointments, out of the 49 nominees that were appointed as ministers in the first tenure of Obasanjo's administration, only 6 were women and out of these, only 2 were substantive ministers, while the remaining 4 were state ministers (Dantake, 2011), and out of 36 people appointed as Special Advisers, only 1 was a female. In fact, throughout this tenure women constituted only 9.5% of Obasanjo's political appointments (Maduagwu, 2009).

After the 2003 general elections which gave way to Obasanjo's second tenure, records has revealed that no female contested for President, and, although 7 of the contestants in the State Governorship positions were females, none of them was successful. Only 2 women emerged as State Deputy Governors. In the Senate, there were 624 contestants out of which only 35 were females, yet, only 3 of them won, while in the House of Representatives, out of the 1,736 people that contested the election, 89 were females but only 21 of them won (Maduagwu, 2009). In the States Houses of Assembly only 38 females won. In fact, some States like Adamawa, Kastina and Kebbi had no female representation in all the elective posts (Dantake, 2011).

The 2007 and 2011 election results have recorded some remarkable progress. Although the influential seats of power are still male dominated but still there is some little push in the senate chamber where women have won 8 and 7 seats, in the house of Representatives 23 and 26 seats was won, ministerial appointments women have captured 7 out of 40 and 12 out of 30, special advisers women got only 2 while men take 34, and women take 4 while men go with 16 in 2007 and 2011 respectively. In the state house of assembly men take the lion share of 938 and 928 seats while women were able to win 52 seats in 2007 and 62 seats in 2011 respectively. There was only one woman house of assembly speaker in the whole of the 36 states. The election of 2015 has shown some drawback from the previous success recorded because only 4 women emerged as deputy governors from the 36 states, in the senate chamber 101 were males only 8 seats was captured by women, the House of Representatives men take over 341 seats and women win only 19 seats. The ministerial appointment has come up with 24 men and 6 women this was a bit fair as it met only 20% of the required 30% Beijing benchmark (Oluyemi, 2016; Ekpenyong et al, 2015).

This general scenario of the Nigeria's democratic process, making it seemingly the "politics of female gender exclusion" results in unequal access to and unfair distribution of resources which impede development and productivity. In the history of Nigeria's democracy, no female gender has ever won as the President or Governor of any of the States of the Federation while up to the present time, the composition of both the Federal and State legislatures has never reached 10%. This situation is the same in terms of political appointments in both the Federal and State levels. People perceive development in several ways, but it is generally agreed that "it is a process that leads to increased capacity of people to have control over material assets, intellectual resources and ideology and obtain physical necessities of life (food, clothing and shelter), equality in employment, participation in government, political and economic independence, adequate education, gender equality, sustainable development and peace" (Igbuzor, 2006:3). Thus, development cannot be achieved in the face of increasing inequalities and, therefore, any development strategy that ignores equity strategies can be likened to "an attempt to treat the symptoms of a disease while ignoring its already diagnosed root cause".

### **Factors Associated with Gender Imbalance in the Nigeria's Democratizing Process**

Looking at the various attempts by the International Community and the Nigerian Government to ensure gender balance but with only a little success, it, therefore, suggest the existence of some impediments that hinders the realisation of this aim. Consequently, various factors were put forward by scholars, politicians and human rights activists regarding what may be considered 'stumbling blocks' to the realisation of gender balance in Nigeria. These, include, among others:

#### **i. Patriarchal Ideology**

The patriarchal system, on which our society is based, constitutes one of the major hindrances to gender balance in Nigeria. In Nigeria, men dominate women in all social institutions (family, economy, polity, etc.). This domination, according to Best and Abdul-Qadir (2007), is a result of a societal conspiracy nurtured in the family institution through socialisation. Men defined roles of everybody in the society, including the rights of female from the family level; they defined women's roles as those of sweeping, cleaning, cooking, fetching water and the likes while they define their roles as those of leadership, decision-making and control over women.

#### **ii. Poverty**

Lack of adequate finance is a crucial hindrance to effective female participation in Nigeria's democratic politics. A large portion of the Nigerian female population is not as financially strong as their male counterparts and, as a result, they could not compete with them especially now that Nigerian democracy is characterised by bribery and vote-buying. In addition, at the party level, potential female contestants are suppressed by their inability to cope with financial implications related to party registration, payment



of dues, purchasing nomination forms, political rallies and campaigns, etc. This makes the whole process 'a contest with a lot of Naira'. Although many parties are now exempting females from paying for nomination forms, other money demanding components persists, thus making it a 'no go area' for most females.

### **iii. Lack of Education**

Another problem facing women is lack of adequate education. Women constitute a larger percentage of the illiterate group in Nigeria. This could be attributed to the fact that in most families, parents prefer to send their sons to school, instead of their daughters whom they feel would eventually get married and thus get incorporated into another family. Thus, a larger percentage of the girls remain uneducated and (Effah-Attoe, 2002). Consequently, females are to with a disadvantage of lacking one of the requirements of seeking political office – educational qualification.

### **iv. The Nature of the Democratic Process**

The very nature of the Nigeria's democratic process is not female friendly. Nigerian democracy is characterised by violence, thuggery, intimidation and in some cases, it may even involve assassination. These hostile behaviours are completely against female nature and, thus, they find it difficult to cope with the situation as a result of their passive and compassionate nature. Furthermore, most political meetings are conducted in the night which will culturally not be alright for females, especially married ones to attend as it arouses suspicion against them.

### **v. Godfatherism**

The role played by godfathers in Nigeria politics also goes a long way in affecting the participation of females in the Nigeria's democratizing process. These people provide the financial and physical muscles for competing in return for political favours. Godfathers would rather invest resources on men than women.

### **vi. Petty Jealousy**

There is a kind of natural jealousy amongst women. Consequently, many of them will prefer to vote for males than their fellow females. Hajiya Naja'atu Muhammed, a prominent politician in Nigeria confirmed this assertion when she stressed that: *"Sometimes we are the problems ourselves as women would prefer to vote and solicit support for men rather than their fellow women, based on petty jealousy."* (The Village Square, 2011:2)

### **vii. Marginalisation of Females in Political Parties**

Right from the party level, female aspirants are not given the needed support by the party leaders. The party leaders, in most cases, do not take female aspirants seriously; they do not give them adequate opportunity to secure nomination forms (Dantake, 2011) and even when they did, they usually are not supported by the leaders at primary elections. Furthermore, females face difficulties in occupying party leadership positions.

### **viii. Principle of Indigeneity**

Another factor associated with gender imbalance in the Nigeria's democratic politics is introduction of the issue of indigeneity into the 1979 constitution as a way of guaranteeing fair regional distribution of power. Consequently, women married outside their Local Government, Constituency or State suffer systematic discrimination because in their own area they are told that by getting married, they have lost their indigeneity and in their husband's society, they are considered as aliens. This issue is mostly invoked when

women tried to venture politics.

#### ix. Lack of Political will by the Nigerian Government to Implement Gender Affirmative Actions

Nigeria is a signatory to many treaties on gender affirmative actions, yet, it has not ratified them for domestication. For instance, up till now the bill on Convention on the Elimination of all forms of Discrimination Against Women (CEDAW), the only UN Human Rights Treaty which targets culture and tradition as influential forces shaping gender roles and family relations and the AU Women's Right Protocol are not domesticated for application into Nigeria's legal system.

#### Conclusion

In the light of some of the problems identified, which hindered the realisation of achieving gender balance in Nigeria, the paper, therefore concludes by suggesting that governments at all levels and its agencies need to back the implementation of gender affirmative actions to which the country is a signatory with the political will by ensuring their domestication and implementation into the national laws. Monitoring the implementation and direction of spending on gender issues is important. Women must themselves take charge of the affairs and become the defenders and promoters of their own cause. The recent attempt by some political parties of granting waivers to prospective female aspirants is commendable and should be maintained. Finally, change in both men's and women's knowledge, attitudes and behaviour are necessary conditions for the realisation of gender balance in the country.

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# **Pengetahuan dan Kemahiran Guru Sains Sekolah Rendah Terhadap Pemupukan Kemahiran Berfikir Aras Tinggi (Kbat) dalam Pembelajaran**

**Siti Mariam Zazam & Kamisah Osman**

Universiti Kebangsaan Malaysia, Bangi, Selangor

Email of corresponding author: sitimariamzazam@yahoo.com

Kajian mengenai pengetahuan dan kemahiran guru terhadap pemupukan Kemahiran Berfikir Aras Tinggi (KBAT) dalam pembelajaran dijalankan ke atas guru-guru yang mengajar mata pelajaran Sains di sekolah rendah. Ia bertujuan untuk mengenal pasti sejauh mana tahap pengetahuan dan tahap kemahiran guru dalam melaksanakan pemupukan KBAT dalam proses pembelajaran. Kajian tinjauan dijalankan ke atas 35 orang guru dengan menggunakan soal selidik sebagai instrumen kajian. Soal selidik mengandungi dua bahagian iaitu merangkumi faktor demografi guru dan dua konstruk kajian iaitu pengetahuan dan kemahiran. Data yang diperoleh dianalisis menggunakan kaedah kuantitatif secara deskriptif. Dapatan kajian menunjukkan bahawa guru mempunyai tahap pengetahuan (skor min 3.83, s.p=0.56) terhadap pemupukan KBAT yang tinggi tetapi mempunyai tahap kemahiran terhadap pelaksanaan KBAT yang sederhana dengan skor min 3.48 (s.p=0.52). Hasil kajian yang diperoleh dapat memberikan maklumat kepada pihak Kementerian Pendidikan Malaysia (KPM) terutamanya bagi merancang dan merangka strategi-strategi untuk meningkatkan KBAT dalam kalangan guru. Selain itu, dapatan kajian ini juga dapat memberikan maklumat kepada pentadbir-pentadbir sekolah dan guru-guru terutamanya guru-guru pendidikan sains di sekolah rendah. Hal ini kerana pendidikan sains yang diajar pada peringkat rendah merupakan pencetus untuk meningkatkan minat murid terhadap sains ke arah yang lebih tinggi lagi. Dalam pada yang sama, guru-guru berusaha untuk meningkatkan kemahiran berfikir aras tinggi mereka dan juga murid-murid.

Kata kunci: Pengetahuan, Kemahiran, Kemahiran Berfikir Aras Tinggi (KBAT).

## **1. Pengenalan**

Pendidikan sains merupakan disiplin pendidikan yang penting untuk melahirkan generasi yang berfikiran inovasi dan berkemahiran tinggi dalam penciptaan teknologi terbaru sekaligus menyumbang kepada pembangunan ekonomi negara. Merujuk Dasar Sains dan Teknologi Negara Kedua dan Pelan Tindakan (DSTN2) (2003), kemahiran dalam Sains dan Teknologi adalah penting untuk Malaysia menjadi sebuah negara yang maju dan makmur. Maka, pemupukan minat terhadap bidang sains dalam kalangan masyarakat terutamanya generasi baru amatlah penting bagi negara untuk melahirkan tenaga mahir dalam bidang Sains dan Teknologi pada masa akan datang. Bagi memenuhi hasrat negara, penguasaan mata pelajaran Sains adalah satu kepentingan bagi murid yang mana keberhasilannya bukan sahaja dapat membantu peningkatan ekonomi negara malah dapat merealisasikan salah satu aspirasi murid dalam PPPM 2013-2025.

Penguasaan mata pelajaran sains dalam kalangan murid bukan hanya dari segi pengetahuan sahaja malah mereka perlu memahirkan diri dengan kemahiran saintifik dan membudayakan diri dengan nilai-nilai sains dalam setiap kehidupan untuk mencapai tahap literasi sains (Kamisah, Zanaton & Lilia 2007). Selain penguasaan kemahiran saintifik, murid juga perlu menguasai kemahiran berfikir bagi menguasai mata pelajaran sains (KPM 2014). Menurut Hasmaliza (2016), kebolehan berfikir dengan berkesan adalah perkara yang amat penting dalam menghadapi dunia yang semakin mencabar pada hari ini. Ini selaras dengan saranan KPM di mana guru-guru perlu mempersiapkan diri dengan pengetahuan, kemahiran dan amalan yang baru terutamanya KBAT bagi menyokong dalam mencapai hasrat negara (KPM 2015).

KBAT sebagai penggunaan minda yang berkembang untuk menghadapi cabaran baru yang mana perkembangan minda itu digunakan ketika seseorang itu mentafsir, menganalisis atau memanipulasi maklumat bagi menyelesaikan sesuatu masalah (Onosko & Newmann 1994). Menurut Wan Yusof (2003), seseorang individu yang mempunyai pengetahuan dan pemikiran aras tinggi mampu untuk menjana idea yang membawa kepada penghasilan produk baru dalam industri teknologi seterusnya membantu meningkatkan ekonomi negara. Oleh itu, guru perlu memastikan pelaksanaan pelbagai strategi, teknik dan aktiviti semasa proses pembelajaran untuk menerapkan kemahiran dan strategi berfikir dalam kalangan murid (Rajendran 2001). Fazilah, Othman dan Azraai (2016) mencadangkan bahawa pendekatan pengajaran seperti inkuiri-penemuan, masteri, konstruktivis dan pembelajaran berasaskan masalah boleh dilaksanakan bagi pemupukan KBAT dalam mata pelajaran sains. Walau bagaimanapun, terdapat ramai guru yang masih belum mengenalpasti strategi yang berkesan untuk menerapkan kemahiran berfikir di kalangan murid (Abdullah & Ainon 2005). Lebih-lebih lagi, guru lebih selesa dengan pengajaran pendekatan konvensional di mana memberi latihan kepada murid untuk menggalakkan lebih fokus kepada persediaan menghadapi peperiksaan (Effandi, Roslinda & Siti Mistima 2015).

Kajian Ghazali (1997) dan Rajendran (1998) membuktikan masih terdapat guru yang masih belum menguasai kemahiran berfikir dengan baik walaupun kemahiran ini telah lama dilaksanakan dalam sistem pendidikan negara. Kajian lain yang menjalankan kajian mengenai tahap penguasaan kemahiran berfikir dalam kalangan guru pelbagai mata pelajaran seperti kajian Zainal Abidin (2006); Sharifah Nor Puteh, Adibah, Mahzan dan Aliza (2012); Sukiman, Noor Shah dan Mohd Uzi (2012); Mohd Norsham (2014); Hasmaliza dan Zamri (2016); serta Nor' Azah & Shamsiah (2014) menunjukkan tahap pengetahuan, pemahaman, kemahiran, sikap, amalan dan kesediaan guru untuk memupuk kemahiran berfikir dalam kalangan murid masing-masing rendah dan sederhana. Amalan guru menjalankan kemahiran berfikir aras rendah lebih tinggi berbanding amalan menjalankan kemahiran berfikir aras tinggi (Sukiman, Noor Shah & Mohd Uzi 2012). Hasil dapatan ini menunjukkan masih lagi ada guru yang kurang menguasai kemahiran berfikir terutamanya kemahiran berfikir aras tinggi yang mana memberi kesan kepada pemupukan kemahiran berfikir dalam kalangan pelajar sekaligus membantutkan hasrat KPM dalam PPPM 2013-2025. Oleh yang demikian, kajian ini dijalankan untuk meninjau sejauh mana pengetahuan dan kemahiran guru mata pelajaran Sains sekolah rendah terhadap pemupukan KBAT dalam pembelajaran.

## **1.2 Persoalan Kajian**

Persoalan kajian adalah seperti berikut:

1. Apakah tahap pengetahuan dan kemahiran guru Sains sekolah rendah terhadap KBAT?
2. Adakah terdapat perbezaan yang signifikan tahap pengetahuan dan kemahiran guru Sains sekolah rendah terhadap KBAT berdasarkan kategori sekolah?

## **2. Metodologi**

### **2.1 Rekabentuk Kajian**

Bagi mencapai tujuan, kajian kuantitatif iaitu dengan menggunakan kaedah tinjauan dijalankan dalam kajian ini bagi mengenal pasti pengetahuan dan kemahiran guru sains sekolah rendah terhadap pemupukan KBAT dalam pembelajaran. Menurut Creswell (2008), kaedah tinjauan yang dijalankan ke atas sampel atau populasi dapat menggambarkan sikap, pendapat, tingkah laku atau ciri-ciri dalam populasi tersebut.

## 2.2 Sampel Kajian

Kaedah persampelan yang digunakan dalam kajian ini adalah melibatkan persampelan rawak mudah. Menurut Noraini Idris (2013), setiap ahli populasi mempunyai peluang yang sama untuk terpilih sebagai sampel dalam persampelan rawak mudah. Oleh itu, bilangan sampel dalam kajian ini ialah 35 orang guru sains yang mengajar di beberapa buah sekolah rendah yang dipilih sebagai lokasi kajian.

## 2.3 Instrumen Kajian

Soal selidik yang digunakan sebagai instrumen untuk pengumpulan data dibina berdasarkan soal selidik kajian lepas. Soal selidik yang diberikan kepada responden mengandungi dua bahagian iaitu bahagian A meliputi latar belakang demografi responden dan bahagian B merangkumi dua konstruk utama kajian. Kesahan kandungan dijalankan dengan merujuk kepada beberapa pakar semakan yang mempunyai kepakaran dalam bidang Pendidikan Sains dan bidang Kemahiran Berfikir. Kemudiannya, bagi menguji kebolehpercayaan dalaman soal selidik yang digunakan, satu kajian rintis bagi kajian ini dijalankan ke atas responden yang memiliki ciri-ciri yang sama seperti responden sebenar. Kajian rintis yang dijalankan memberi ruang kepada pengkaji untuk melakukan penambahbaikan terhadap soal selidik yang telah dibina melalui beberapa proses seperti komen atau pandangan yang diberi. Menurut Kamisah, Zanaton & Lilia (2007), kajian rintis dijalankan untuk mengukur kebolehpercayaan item yang terkandung di dalamnya sebelum instrumen kajian ditadbirkan kepada responden sebenar. Oleh itu, program *Cronbach Alpha* digunakan untuk mengukur ketekalan dalaman bagi setiap konstruk. Nilai pekali *Cronbach Alpha* yang diperoleh adalah 0.951 iaitu menunjukkan nilai yang baik menurut Sekaran (1992). Data dan maklumat yang diperolehi daripada responden ini dianalisis secara deskriptif dan inferensi.

## 3. Dapatan Kajian

Kajian ini dijalankan ke atas guru-guru sekolah rendah yang mengajar mata pelajaran sains. Responden kajian yang terlibat dalam kajian ini terdiri daripada 35 orang guru yang mengajar mata pelajaran Sains. Dalam kalangan guru-guru tersebut, terdapat 25.7% guru lelaki dan 74.3% guru perempuan yang mengajar mata pelajaran Sains yang terlibat dalam kajian ini. Analisis juga mendapati bahawa terdapat 14.3% guru yang mempunyai pengalaman mengajar kurang daripada 5 tahun, 28.6% mempunyai pengalaman mengajar 6 hingga 10 tahun, 37.1% mempunyai pengalaman mengajar 11 hingga 15 tahun dan 20.0% mempunyai pengalaman mengajar lebih daripada 16 tahun. Dari segi lokasi pula, terdapat 57.1% guru yang mengajar di sekolah kawasan bandar dan selebihnya mengajar di sekolah kawasan luar bandar. Sementara itu, dari segi pengalaman kursus KBAT pula, 68.6% guru mempunyai pengalaman menghadiri kursus KBAT manakala, 31.4% tidak mempunyai pengalaman berkaitan dengan kursus KBAT. Profil sampel kajian ini dipaparkan secara terperinci dalam Jadual 2.

Jadual 2: Profil sampel kajian

Demografi Responden	Sampel Kajian	Frekuensi	Peratusan (%)
Jantina	Lelaki	9	25.7
	Perempuan	26	74.3
Pengalaman Mengajar Subjek Sains	Kurang 5 tahun	5	14.3
	6 – 10 tahun	10	28.6
	11 – 15 tahun	13	37.1
	Lebih 16 tahun	7	20.0
Kategori Sekolah	Bandar	20	57.1
	Luar Bandar	15	42.9
Pengalaman Kursus KBAT	Ada	24	68.6
	Tiada	11	31.4

Bagi menjawab persoalan 1, analisis deskriptif dijalankan bagi menerangkan tahap pengetahuan dan kemahiran terhadap pemupukan Kemahiran Berfikir Aras Tinggi (KBAT) dalam pembelajaran. Analisis ini dijelaskan dengan menggunakan skor min dan sisihan piawai yang diinterpretasikan nilainya berdasarkan interpretasi skor min yang disediakan oleh Bahagian Perancangan dan Penyelidikan Dasar Pendidikan (BPPDP) (2006). Oleh itu, dapatan analisis yang dijalankan mendapati bahawa tahap pengetahuan guru mengenai KBAT adalah tinggi dengan purata skor min 3.83 (s.p=0.56). Namun, ia sebaliknya dengan tahap kemahiran guru terhadap KBAT iaitu menunjukkan purata min yang sederhana dengan nilai 3.48 (s.p=0.52). Dapatan analisis ini ditunjukkan secara jelas dalam Jadual 3.

Jadual 3: Analisis deskriptif persepsi guru terhadap pemupukan KBAT

Persepsi Guru	Purata Skor Min	Sisihan Piawai	Interpretasi
Tahap Pengetahuan	3.83	0.56	Tinggi
Tahap Kemahiran	3.48	0.52	Sederhana

Setiap konstruk kajian iaitu pengetahuan dan kemahiran mempunyai 10 item di bawahnya yang mana item-item tersebut berkaitan dengan setiap konstruk yang ingin diukur. Berdasarkan analisis deskriptif bagi tahap pengetahuan guru mengenai KBAT, secara keseluruhannya menunjukkan tahap yang tinggi. Hal ini kerana hampir kesemua skor min bagi item-item yang terdapat dalam konstruk pengetahuan menunjukkan nilai yang tinggi kecuali min skor bagi item *"Saya mempunyai pengetahuan untuk meningkatkan aras KBAT murid ketika pertama kali memulakan pengajaran"* mempunyai nilai skor min yang sederhana iaitu 3.40 (s.p=0.85). Terdapat juga item yang mempunyai nilai skor min yang paling tinggi iaitu item *"Saya mengetahui kandungan sukatan pelajaran Sains yang mengandungi elemen KBAT"* dengan skor min yang diperoleh ialah 4.40. Berdasarkan nilai min ini, didapati bahawa guru sangat mengetahui kandungan sukatan pelajaran Sains yang boleh disesuaikan dan diterapkan dengan elemen KBAT.

Bagi tahap kemahiran guru terhadap pemupukan KBAT dalam pembelajaran pula, secara keseluruhannya menunjukkan tahap yang sederhana. Kebanyakan item di bawah konstruk kemahiran menunjukkan tahap yang sederhana dan ini membawa kepada interpretasi yang sederhana terhadap kemahiran guru terhadap KBAT. Namun, terdapat tiga item yang menunjukkan guru juga mempunyai tahap yang tinggi dalam sesuatu perkara yang melibatkan kemahiran dalam pemupukan KBAT. Item-item tersebut adalah item *"Saya mahir menggunakan alat bantu mengajar (ABM) yang sesuai bagi mewujudkan pembelajaran yang berkesan"* dengan nilai skor min 3.71 (s.p=0.62), item *"Saya boleh melibatkan murid secara aktif dalam proses pembelajaran KBAT"* dengan skor min 3.63 (s.p=0.65) dan item *"Saya boleh menyampaikan isi kandungan yang menepati objektif bagi mata pelajaran Sains dengan melibatkan KBAT"* dengan skor min 3.69 (s.p=0.58). Ini menunjukkan bahawa guru mempunyai kemahiran yang sangat tinggi dalam menyampaikan pengajaran Sains dengan melibatkan KBAT serta menggunakan ABM yang mampu mewujudkan suasana pembelajaran yang berkesan sekaligus melibatkan murid secara aktif. Namun, terdapat skor min yang paling rendah iaitu skor min bagi item *"Saya mahir menjalankan pembelajaran berasaskan masalah (PBM) dalam pengajaran Sains"* yang mempunyai 3.17 (s.p=0.82).

Bagi menjawab persoalan 2, analisis Ujian-t Dua Sampel Tidak Bersandar dijalankan bagi menentukan sejauh mana perbezaan yang signifikan tahap pengetahuan dan kemahiran guru Sains sekolah rendah terhadap KBAT berdasarkan kategori sekolah. Ujian ini digunakan kerana data yang ingin dianalisis memenuhi andaian-andaian ujian. Jadual 4 menunjukkan secara terperinci dapatan analisis yang dijalankan. Berdasarkan jadual, guru yang mengajar di sekolah kawasan bandar adalah 20 orang manakala guru yang mengajar di sekolah kawasan luar bandar adalah 15 orang. Bagi konstruk pengetahuan, guru yang mengajar di sekolah luar bandar mempunyai pengetahuan yang tinggi iaitu

dengan nilai min 3.96 ( $s.p=0.70$ ) berbanding dengan guru yang mengajar di sekolah bandar iaitu dengan nilai min 3.74 ( $s.p=0.42$ ). Bagi konstruk kemahiran, guru yang mengajar di sekolah luar bandar mempunyai kemahiran yang tinggi iaitu dengan nilai min 3.52 ( $s.p=0.57$ ) berbanding guru yang mengajar di sekolah bandar iaitu dengan nilai min 3.47 ( $s.p=0.50$ ). Oleh itu, dapat disimpulkan bahawa guru yang mengajar di sekolah kawasan luar bandar mempunyai tahap pengetahuan dan kemahiran yang tinggi terhadap pemupukan KBAT. Berdasarkan nilai signifikan bagi pengetahuan dan kemahiran masing-masing adalah 0.247 dan 0.764 iaitu lebih daripada aras signifikan ( $>0.05$ ). Nilai ini sekaligus membawa kepada penerimaan hipotesis nol yang bermaksud tidak terdapat perbezaan yang signifikan pengetahuan [ $t(33) = -1.101$ ;  $p>0.05$ ] dan kemahiran [ $t(33) = -0.303$ ;  $p>0.05$ ] guru terhadap KBAT berdasarkan kategori sekolah. Keputusan analisis yang diperoleh ini menunjukkan bahawa kategori sekolah bukan faktor yang memberi kesan kepada tahap pengetahuan dan kemahiran guru Sains terhadap pemupukan KBAT dalam pembelajaran.

Jadual 4: Analisis Ujian-t Dua Sampel Tidak Bersandar bagi pengetahuan dan kemahiran guru sains berdasarkan kategori sekolah

Persepsi Guru	Kategori Sekolah	N	Min	Sisihan Piawai	df	Nilai t	Sig. (p)
Tahap Pengetahuan	Bandar	20	3.74	0.42	33	- 1.101	0.247
	Luar Bandar	15	3.96	0.70			
Tahap Kemahiran	Bandar	20	3.47	0.50	33	- 0.303	0.764
	Luar Bandar	15	3.52	0.57			

#### 4. Perbincangan

Penting bagi guru untuk memiliki pengetahuan dan kemahiran yang baik terhadap pemupukan KBAT kerana ia mampu untuk meningkatkan kemahiran berfikir murid seterusnya melahirkan murid yang terlibat secara aktif dalam pembelajaran seperti yang dihasratkan oleh KPM. Dapatan yang diperoleh daripada kajian ini dapat memberi maklumat terutamanya kepada Kementerian Pendidikan Malaysia (KPM) mengenai tahap pengetahuan dan kemahiran guru khususnya guru sekolah rendah yang mengajar mata pelajaran sains untuk melaksanakan pemupukan KBAT. Maklumat yang diperoleh membolehkan KPM untuk merangka rancangan-rancangan yang dapat membantu guru untuk meningkatkan pengetahuan dan kemahiran guru untuk melaksanakan pemupukan KBAT. Selain itu, dapatan daripada kajian ini juga dapat memberikan maklumat kepada pentadbir sekolah dan guru-guru yang lain untuk meningkatkan lagi pengetahuan dan kemahiran untuk melaksanakan KBAT dalam pembelajaran. Lebih-lebih lagi untuk meningkatkan prestasi sekolah, maklumat ini membolehkan pentadbir dan juga guru-guru untuk merancang pelbagai strategi pengajaran untuk memupuk dan meningkatkan KBAT dalam kalangan murid.

Analisis deskriptif dijalankan untuk mengenalpasti tahap pengetahuan dan tahap kemahiran guru mata pelajaran sains terhadap pemupukan KBAT. Hasil analisis menunjukkan bahawa guru mempunyai tahap pengetahuan yang tinggi terhadap KBAT. Hal ini disokong oleh dapatan kajian Hasmaliza (2016) yang menunjukkan guru mempunyai pengetahuan yang tinggi tentang KBAT. Menurutnya, guru sememangnya perlu untuk mengetahui dan memahami bagaimana untuk menjalankan pelbagai cara, teknik dan strategi bagi memastikan pemupukan KBAT berjaya dilaksanakan dalam pengajaran. Kemudiannya, bagi tahap kemahiran, kajian mendapati bahawa guru mempunyai tahap kemahiran terhadap pemupukan KBAT yang sederhana. Dapatan ini disokong oleh hasil kajian Nor' Azah dan Shamsiah (2014) yang menunjukkan bahawa tahap KBAT dalam kalangan peserta kajian adalah di tahap yang sederhana. Kemahiran pelaksanaan pemupukan KBAT yang sederhana menunjukkan bahawa guru kurang mahir melaksanakan pelbagai strategi pengajaran untuk menerapkan KBAT. Hal ini turut

dinyatakan oleh Rajendran (2001) iaitu guru lebih yakin tentang kemahiran pedagogi yang mereka miliki untuk mengajar tetapi kurang yakin dengan kemahiran pedagogi untuk memupuk KBAT.

Bagi mengenalpasti perbezaan pengetahuan dan kemahiran berdasarkan faktor kategori sekolah pula, Analisis Ujian-t Tidak Bersandar dijalankan dan didapati bahawa tidak terdapat perbezaan yang signifikan pengetahuan dan kemahiran guru terhadap KBAT berdasarkan kategori sekolah. Hasil kajian ini menunjukkan bahawa faktor lokasi sekolah tidak mempengaruhi tahap pengetahuan dan kemahiran guru terhadap pemupukan KBAT. Hasil ini disokong oleh dapatan kajian Hasmaliza (2016) yang mana menunjukkan bahawa tidak terdapat perbezaan yang signifikan tahap pengetahuan dan kemahiran berdasarkan kategori sekolah sekaligus membuktikan bahawa kategori sekolah bukanlah faktor yang memberi kesan kepada tahap pengetahuan, dan kemahiran guru terhadap pemupukan KBAT. Implikasinya, tahap pengetahuan yang tinggi dalam kalangan guru terhadap KBAT membolehkan mereka melaksanakan pemupukan KBAT dengan sebaiknya. Hal ini kerana keupayaan guru untuk mengembangkan pemikiran murid dapat mencapai matlamat pendidikan yang ditetapkan (Sukiman, Noor Shah & Mohd Uzi 2012). Ia berlaku sebaliknya, jika tahap kemahiran guru terhadap pemupukan KBAT adalah sederhana. Perkara yang dicadangkan oleh KPM (2015) adalah terbatas dan dihalang oleh kemahiran KBAT dalam kalangan guru yang rendah. Hal ini seterusnya akan membawa kepada kebiasaan guru mengemukakan soalan-soalan secara terus (direct) kepada murid (Wan Ismail, Muhammad, Lubis & Hamzah 2016). Oleh itu, guru mestilah menggunakan pelbagai cara dan teknik bagi membantu murid menguasai kemahiran berfikir (Normah 2014).

## 5. Kesimpulan

Kesimpulannya, dapatan kajian menunjukkan bahawa guru mempunyai tahap pengetahuan yang tinggi tetapi mempunyai tahap kemahiran yang sederhana terhadap pelaksanaan KBAT semasa pembelajaran. Hasil kajian ini diharap dapat memberi gambaran kepada KPM terutamanya untuk berusaha meningkatkan lagi kemahiran berfikir aras tinggi dalam kalangan guru. Hal ini kerana penguasaan KBAT yang tinggi dalam kalangan guru mampu melahirkan murid yang mempunyai ciri-ciri murid abad ke-21 antaranya mempunyai kemahiran berfikir. Kajian ini hanya dijalankan dalam kalangan guru sains yang mengajar di sekolah rendah sahaja. Oleh yang demikian, kajian lanjut berkaitan keberkesanan pelaksanaan KBAT oleh guru terhadap pencapaian murid perlu dijalankan bagi membuktikan sejauh mana pelaksanaan tersebut berjaya meningkatkan pencapaian murid.

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## **Adaptasi Budaya Melayu dalam Pola Kehidupan Masyarakat Orang Asli (Kuala) di Batu Pahat, Johor**

**Maryam Syafiqha Mohd Sayuti<sup>a</sup>, Awang Azman Awang Pawi<sup>a</sup>, Dr Nor Azlin Hamidon<sup>a</sup> & Jamilah Omar<sup>b</sup>**

<sup>a</sup>Universiti Malaya, Kuala Lumpur

<sup>b</sup>Universiti Pendidikan Sultan Idris, Tanjong Malim

Email of corresponding author: maryamsayuti@gmail.com

### **ABSTRAK**

Kajian ini membuat tinjauan tentang pola kehidupan komuniti masyarakat Orang Asli (Kuala) yang menetap di Batu Pahat. Tinjauan dilaksanakan menerusi kaedah kualitatif dan berfokus kepada tinjauan pustaka berkaitan dengan Orang Asli (Kuala) dan Orang Melayu tempatan. Tinjauan mendapati bahawa sejarah kedatangan golongan pendatang ini hadir terdahulu daripada masyarakat tempatan di Batu Pahat, walau bagaimanapun tiada maklumat tepat yang tepat. Golongan ini merupakan kelompok Melayu Proto yang datangnya daripada Kepulauan Riau, Sumatra Indonesia iaitu merupakan salah satu kelompok Orang Asli di Malaysia. Sekarang, golongan Orang Asli (Kuala) ini lebih cenderung mengamalkan budaya Melayu dan dalam menuju ke arah menjadi Melayu. Proses asimilasi dan amalgamasi yang dilalui oleh golongan ini sejak sekian lama, telah menyebabkan sebahagian besar mereka tidak lagi mempertahankan budaya yang kurang sesuai dengan corak kehidupan masyarakat Melayu. Pergeseran bukan sahaja berlaku terhadap budaya, malah aspek kehidupan juga mempamerkan keadaan yang sama. Makalah ini cuba mendeskripsikan Orang Asli (Kuala) dan meninjau perubahan budaya dan sosio budaya Orang Asli (Kuala) di Batu Pahat pada masa ini.

Kata Kunci : Orang Asli (Kuala), perubahan, sosio budaya, Batu Pahat

### **Pengenalan**

Perkembangan idea modeniti mempunyai susur galur yang panjang. Modeniti amat berkait rapat dengan kemajuan iaitu melibatkan aspek 'terus maju ke hadapan'. Pendekatan sains moden dianggap serasi bagi memenuhi tuntutan konsep kemajuan moden kerana berjaya meningkatkan kehendak nafsu fizikal manusia pada tahap yang maksimum. Oleh itu, sejarah telah mencatatkan ketamadunan manusia di mana sains dan teknologi dianggap sebagai ilmu alat penting dalam mencapai kemajuan sesebuah ketamadunan. Baharuddin Yatim & Wan Muhammad Wan Muda (1997) pernah membincangkan pernyataan seorang ahli antropologi Barat, Darcy Riberio yang menyatakan hubungkait antara sejarah sains dan ketamadunan. Riberio menjelaskan terdapat pelbagai proses ketamadunan yang berlaku dalam masyarakat. Antaranya adalah penyebaran teknologi, revolusi urbanisasi, revolusi teknologi dan revolusi industri.

Perbincangan tentang kehidupan manusia, adaptasi (penyesuaian) dan perubahan sosiobudaya mestilah berkait rapat dengan isu perkembangan yang dilaksanakan oleh sesebuah kelompok masyarakat itu. Ini kerana perkembangan adalah salah satu usaha manusia untuk mencapai standard yang lebih baik dalam kehidupan seharian mereka, bagi mencapai kebahagiaan dan menuju kepada kehidupan yang lebih makmur. Pembangunan merupakan satu proses perubahan yang dibuat oleh manusia secara berterusan dilaksanakan oleh kerajaan (pemerintah) melalui pelbagai program sama ada yang melibatkan beberapa sektor sama ada dilaksanakan di kawasan bandar mahupun luar bandar.

Menurut Ahmad Hakimi, realiti perubahan kebudayaan bagi sesuatu kebudayaan telah dianggap sebagai satu titik permulaan bagi kajian tentang hubungan etnik mengikut pemikiran sarjana

antropologi kebudayaan (Ahmad Hakimi, 2006: 43). Hubungan etnik dikatakan telah berlaku sekiranya dua atau lebih kebudayaan yang berlainan yang masing-masing telah mencapai tahap kestabilan dinamika bertembung di dalam satu masyarakat yang sama dan terkawal (Ahmad Hakimi 2006: 44). Pertembungan ini menyebabkan kebudayaan mengikut konsep antropologi kebudayaan, di antara pertembungan kebudayaan ini dianggap sebagai sesuatu rangsangan luar yang mampu mempengaruhi perubahan sesebuah kebudayaan (Ahmad Hakimi 2006: 44).

Seterusnya, sesuatu kebudayaan yang mengalami perubahan kebudayaan yang disebabkan oleh pertembungan kebudayaan itu akan mengakibatkan pengubahsuaian kebudayaan itu. pengubahsuaian kebudayaan itu dipanggil akulturasi dalam bidang tersebut bukan satu amalam atau polisi yang ingin ditangkakan di negara kita, mengikut pandangan pengkaji antropologi kebudayaan (Ahmad Hakimi 2006: 45). Secara ringkasnya, menurut Ahmad Hakimi, semua proses pertembungan kebudayaan akan mengakibatkan satu proses yang dipanggil pengubahsuaian akulturasi, dan ahli-ahli antropologi kebudayaan juga mencadangkan beberapa bentuk pengubahsuaian kebudayaan yang mungkin akibat pertembungan kebudayaan atau hubungan etnik (Ahmad Hakimi 2006: 46). Beliau menyatakan terdapat empat bentuk akulturasi (pengubahsuaian kebudayaan) yang mungkin berlaku, iaitu segregasi, asimilasi, asimilasi dan amalgamasi (Ahmad Hakimi 2006:46).

Dalam kes ini, minoriti mengubah unsur-unsur budaya dan menyesuaikan ia dengan budaya majoriti dengan cara demikian untuk secara beransur-ansur kehilangan budaya, personaliti. Oleh itu boleh dikatakan bahawa perubahan identiti etnik dan menerapkan kecenderungan boleh berlaku sekiranya terdapat interaksi berbeza, menjadikan dan jika ada kesedaran daripada setiap kumpulan.

### **Perbincangan**

Menurut Amran Kasimin (1993) terdapat tiga (3) kumpulan etnik utama yang ada di Semenanjung Tanah Melayu. Setiap kumpulan ini dibahagikan kepada kelompok-kelompok suku yang tersebar di beberapa petempatan di kawasan perhutanan, kawasan gunung ganang, pulau dan yang berdekatan dengan laut atau kuala sungai. Terdapat beberapa persamaan dari segi keturunan darah, adat resam dan mitologi. Mereka merupakan golongan yang datang dan tiba di Tanah Melayu lebih awal daripada Orang Melayu, Cina dan India.

Menurut Idris (1968) membahagikan Orang Asli dibahagikan kepada tiga kumpulan utama iaitu (i) Orang Negrito, (ii) Orang Senoi dan (iii) Orang Melayu Proto. Orang Negrito dibahagikan kepada enam suku kaum iaitu Kensui yang berada di timur laut Kedah, Kintaq yang berada di sempadan Kedah dan Perak, Jahai yang berada di timur laut Perak dan sebelah barat Kelantan, Lanoh yang berada di utara Perak tengah, Mendriq yang berada di tenggara Kelantan serta Bateq yang berada di timur laut Pahang dan selatan Kelantan. Seterusnya, Orang Senoi pula dibahagikan kepada beberapa kumpulan utama iaitu Semai yang berada di timur laut Pahang dan selatan Perak, Temiar yang berada di utara Perak dan selatan Kelantan, Jahut yang berada di Pahang dan Che Wong yang berada di kawasan pantai Selangor. Kumpulan terakhir Orang Asli merupakan Orang Melayu Proto. Semua suku kaum Melayu terdapat di bahagian selatan Semenanjung Malaysia iaitu Johor. Melayu Proto terdiri daripada tujuh suku kaum iaitu Temuan, Semelai, Temoq, Jakun atau Orang Ulu, Orang Kanaq, Orang Laut dan Orang Seletar.

Gambarajah berkaitan dengan pecahan Orang Asli dapat dilihat dibawah. Data ini turut dicatatkan dalam JKEOA, 2012. Oleh yang demikian, dalam kajian ini golongan Melayu Proto akan dikaji dengan teliti dengan memperlihatkan adaptasi yang berlaku dalam masyarakat ini dan proses adaptasi yang dialami oleh masyarakat ini.

Orang Negrito	Orang Senoi	Orang Melayu Proto
<ul style="list-style-type: none"> <li>•Kensui yang berada di timur laut Kedah</li> <li>•Kintaq yang berada di sempadan Kedah dan Perak</li> <li>•Jahai yang berada di timur laut Perak dan sebelah barat Kelantan</li> <li>•Lanoh yang berada di utara Perak tengah</li> <li>•Mendriq yang berada di tenggara Kelantan</li> <li>•Bateq yang berada di timur laut Pahang dan selatan Kelantan</li> </ul>	<ul style="list-style-type: none"> <li>•Semai yang berada di timur laut Pahang dan selatan Perak</li> <li>•Temiar yang berada di utara Perak dan selatan Kelantan</li> <li>•Jahut yang berada di Pahang</li> <li>•Che Wong yang berada di kawasan pantai Selangor</li> </ul>	<ul style="list-style-type: none"> <li>•Temuan</li> <li>•Semelai</li> <li>•Temoq</li> <li>•Jakun atau Orang Ulu,</li> <li>•Orang Kanaq</li> <li>•Orang Laut</li> <li>•Orang Seletar</li> </ul>

Gambar rajah 1 : Pembahagian kaum masyarakat Orang Asli di Malaysia.

Di negeri Johor khususnya Batu Pahat, terdapat 13, 139 termasuk kaum Senoi dan kaum Negrito manakala dalam kelompok Melayu Proto melibatkan satu jumlah besar iaitu 13, 083 iaitu diketuai oleh Orang Kuala yang merupakan jumlah terbesar dalam suku Melayu Proto. (JKOA, 2010). Walaupun bagaimanapun, melalui pecahan bancian yang dinyatakan oleh Jabatan Kemajuan Orang Asli, tiga suku kaum iaitu Seletar, Kanaq dan Kuala hanya boleh didapati di negeri Johor, mereka ini tidak boleh didapati di negeri lain kerana ada pembuktiaan keterlibatan mereka dalam golongan bangsawan pada suatu masa dahulu.

Kebanyakannya, tiga suku kaum ini menetap di kuala-kuala sungai di pesisiran pantai negeri Johor seperti Minyak Beku, Rengit, Bakar Batu di Johor. Malah, terdapat beberapa pembacaan yang menyatakan Orang Kuala dipercayai berasal dari kepulauan Riau Lingga dan kawasan yang berhampiran dengan pantai sumatera, Indonesia. Walau bagaimanapun, pada hari ini suku kaum Orang Kuala telah menetap di daerah Batu Pahat dan di daerah Pontian. (Soijah Likin & Nazaruddin Zainun, 2015). Terdapat 315 buah keluarga orang Kuala yang menerap di Batu Pahat iaitu melibatkan lima buah kampung yang berjumlah seramai 1,309 orang. (JKEOA, 2012).

## Analisis

### a) Orang Asli (Kuala) Kampung Bumiputera Dalam, Rengit

Orang Asli (Kuala) merupakan suku kaum yang mengamalkan agama Islam, bercakap dalam bahasa Melayu, menerima pendidikan di sekolah kebangsaan yang disediakan oleh pihak kerajaan dan begitu giat dalam aktiviti politik seperti contoh salah seorang ahli keluarga suku kaum Orang Asli (Kuala) Rengit merupakan Senator dalam Kabinet sebagai wakil suara Orang Asli seluruh Malaysia iaitu Yang Berhormat Osman Busu. Manakala dalam aspek perkahwinan, mereka telah mula berkahwin dengan masyarakat tempatan seperti orang Melayu di Batu Pahat. Secara tidak langsung, proses adaptasi itu berlaku dalam masyarakat ini hasil penyatuan antara budaya Melayu dan budaya Orang Kuala dan pada akhirnya kedua-dua budaya ini digabungkan dan menjadi suatu budaya yang amat cantik dan berjaya melahirkan sebuah kelompok minoriti yang berkembang pesat.

Menurut Soijah & Nazaruddin Zainun (2017) arus pemodenan telah menyebabkan kepupusan bahasa ibunda. Ini kerana hasil daripada proses interaksi yang berlaku antara masyarakat tempatan mereka lebih gemar menggunakan bahasa Melayu sebagai bahasa perantara. Walau bagaimanapun, nenek moyang atau generasi awal masih mengamalkan bahasa ibunda mereka iaitu bahasa Duano. Generasi moden tidak lagi mendalami bahasa ini kerana proses adaptasi yang dilaksanakan terhadap golongan ini iaitu melibatkan pendidikan begitu menekankan bahasa Melayu dan bahasa Inggeris dalam pembelajaran seharian di sekolah. Maka, tidak hairanlah golongan muda orang Kuala pada hari ini telah

mula kehilangan bahasa ibunda mereka.

Seterusnya, dalam aspek ekonomi mereka begitu giat dalam penjualan barangan terpakai di satu tapak khas di Batu Pahat iaitu digelar sebagai Pasar Karat Batu Pahat. Operasi pemiagaan bermula seawal pukul 10 pagi dan berlanjutan sehingga 4 pagi setiap hari dengan deretan kenderaan yang masuk ke situ bertambah pada waktu petang. Setiap golongan masyarakat seperti Melayu, Cina dan India pergi ke pasar karat untuk membeli barangan terpakai dengan harga yang sangat berpatutan. Oleh yang demikian, secara tidak langsung proses adaptasi sekali lagi berlaku di kalangan mereka. Gambar di bawah menjelaskan keadaan di Pasar Karat orang Kuala Rengit.



Gambar 1: Pasar Karat Orang Kuala Rengit dan memperlihatkan seorang warga emas Cina dan seorang Melayu yang sedang mencari barang untuk dibeli.

b) Orang Asli (Kuala) Taman Banang, Minyak Beku

Manakala Orang Asli Kuala Minyak Beku begitu banyak penglibatannya dalam penjualan ikan di pasar basah Batu Pahat. Orang Asli (Kuala) Minyak Beku turut banyak memperlihatkan terpengaruh dengan budaya masyarakat tempatan khususnya orang Melayu dan orang Cina. Ini kerana mereka telah menjalinkan perhubungan sejak zaman kegemilangan Melaka lagi yang mana dalam teks Sulalatus Salatin membuktikan kewujudan mereka amat penting dalam memperihal selok belok Laut China Selatan. Mereka begitu tinggi nilainya sehinggakan mereka merupakan salah sebuah golongan yang sangat dipengaruhi pada zaman dahulu.

Mereka lebih bergiat aktif sebagai nelayan kerana kawasan mereka lebih dekat dengan laut. Walau bagaimanapun, kelompok orang Kuala Minyak Beku tidak begitu mementingkan pendidikan dalam kalangan mereka. Mereka lebih meneruskan pembelajaran secara tidak formal seperti belayar dan menjadi nelayan. Ini merupakan satu perbezaan besar di antara golongan Orang Kuala Rengit dengan mereka. Anak-anak orang Kuala Minyak Beku ditempatkan di sekolah-sekolah berhampiran dengan petempatan mereka walau bagaimanapun mereka tidak begitu mementingkan pendidikan dan menganggap pendidikan sebagai satu keperluan yang perlu dipenuhi sahaja bukan untuk dicapai secara maksimum. Manakala dalam pengamalan agama Islam, mereka agak kurang mengamalkan agama Islam dengan baik walaupun di petempatan mereka dibina sebuah surau khas buat kaum mereka. Bahkan juga, melalui aspek perkahwinan mereka lebih mengamalkan sistem perkahwinan dalam kelompok mereka sahaja. Secara tidak langsung, tidak banyak proses adaptasi dapat dilaksanakan dalam golongan orang Kuala di Minyak Beku. Mereka lebih bersifat konservatif jika dibandingkan dengan masyarakat orang Kuala di Rengit. Gambar di bawah menjelaskan kedudukan mereka dalam sistem ekonomi Batu Pahat khususnya dalam penjualan ikan hasil tangkapan sendiri.

Gambar 3: Seorang peniaga yang merupakan kelompok orang Kuala Minyak Beku sedang sibuk menjual ikan sehingga habis dijual.



## Kesimpulan

Proses interaksi sosial mempengaruhi proses atrikulasi kehidupan etnik Orang Kuala di daerah Batu Pahat berdasarkan aspek-aspek kehidupan adalah mengikut teori etnogenesis yang diperkembangkan daripada teori masyarakat majmuk, dengan bentuk interaksinya yang

mengikut putaran kontak, akulturasi, intergrasi dan pluralisme yang sepenuhnya mematuhi dan memenuhi kesemua ciri-ciri di dalam konsp tersebut dari segi sosiologi. Dari segi antropologi kebudayaan pula, satu pengubahsuaian kebudayaan atau akulturasi telah berlaku di antara etnik Melayu dan Arab yang membentuk etnik Jawi Peranakan hasil daripada perkahwinan campur kedua-dua etnik tersebut. Dua jenis akulturasi yang berlaku semasa pengubahsuaian ini adalah asimilasi dan akomodasi.

Beberapa nilai dan sikap kedua-dua budaya iaitu etnik Melayu dan etnik Arab telah menyumbang kepada proses akomodasi. Sikap keterbukaan etnik Melayu, nilai keterbukaan dan juga sikap kepercayaan terhadap orang lain yang tinggi serta penerimaan etnik Orang Kuala yang dari dahulu. Perwatakan dan juga nilai keagamaan kelompok asal etnik Orang Kuala juga menjadi salah satu sebab penerimaan etnik Melayu sehingga melibatkan proses perkahwinan campur di antara kedua-dua etnik. Peranan etnik Orang Kuala di dalam hal-hal ekonomi juga menjadi faktor penerimaan yang berlaku sebagai contoh beberapa responden mempunyai perniagaan yang berpusat di Batu Pahat

Masyarakat Melayu Batu Pahat secara terbuka disebabkan keupayaan kelompok Orang Kuala dan menyesuaikan diri mereka kepada persekitaran Malaysia. Berdasarkan kajian, pengkaji mendapati, peranan kebudayaan yang begitu penting membentuk persekitaran dan interaksi sosial masyarakat. Kedua-dua etnik mempunyai banyak persamaan dari aspek nilai dan falsafah hidup, ketuhanan dan amalan dalam kehidupan yang menunjukkan banyak persamaan termasuklah aspek bahasa, makanan (halal dan haram), pakaian (konsep menutup aurat), kegiatan ekonomi dan juga aktiviti kesenian yang kesemuanya saling pengaruh mempengaruhi.

Berdasarkan dapatan-dapatan kajian ini satu kesimpulan telah dapat diputuskan bahawa isu atau elemen utama dalam hubungan dan interaksi sosial sesebuah masyarakat banyak bergantung kepada isu-isu kebudayaan yang wujud dalam masyarakat tersebut. Namun sebagai usaha pengekalan etnik yang wujud dari pertembungan dua etnik utama, maka pengekalan dan kejelasan mengenai nilai dan budaya yang diwarisi perlu dijelaskan dengan menyeluruh dan tekal. Pertembungan dengan unsur-unsur budaya yang lebih besar akan menjadi penghalang pengekalan etnik Jawi Peranakan daripada berkembang.

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# Development, Planning & Management

## Developing a Technology Implementation Framework from the Perspective of Sustainability

Sharifah Akmam Syed Zakaria & Nur Soleha Abdul Rahim  
School of Civil Engineering, Universiti Sains Malaysia, Malaysia  
Email of corresponding author: akmam@usm.my

### Abstract

Consideration of sustainability elements during the decision-making process in a construction project requires knowledge and awareness on the issues affecting environmental, social and economic aspect. Malaysia's construction agencies have highlighted the important of environmental sustainability in the Construction Industry Transformation Programme (CITP) as a guideline in achieving a more sustainable construction. Every year, gigantic amount of solid wastes are generated from construction industry which create multiple environmental issues and causing pressure to the disposal sites. Implementation of information technology such as building information modelling (BIM) is considered as one of the alternatives in resolving the construction issues. The capability of BIM in predicting potential waste generation, avoid increases in project's cost and producing a better quality of end products indirectly contributing to the improvement of construction industry's image. However, there is still lack of BIM implementation among construction players in Malaysia. As the first step in exploring technology implementation in the construction industry, the development of proper framework is needed to identify the potential numbers of companies having the capability to drive the implementation. In order to validate the proposed technology implementation framework, an analysis related to student's sustainable daily-life activities was conducted. A total number of 155 students from a local university in Malaysia were involved in the survey. The results indicate that currently students are still requiring information to increase awareness on the daily-life activities that can contribute to sustainability. In academic institutions, practicing sustainable life would increase student's awareness on the impact of simple daily-life activity towards the physical environment of the planet. This attitude should be maintained by each student and the sustainable life shall be practiced continuously particularly when the students are venturing into the real working environment. Thereby, young engineers will appreciate the nature further and develop a more sustainable development for future generations.

Keywords: Malaysia; Construction Industry; Building Information Modeling; Sustainability; Academic Institutions

### 1. Introduction

The construction industry can be described as one of the most challenging industries in various countries around the world including Malaysia. Cost and time overrun are the most common issues associated with construction industry. In Qatar, the public projects facing the same issues where the constructed projects between years 2000 to 2013 experiencing 54% cost overrun and 72% time delay (Senouci et al., 2016). Mostly the construction projects in Malaysia also experiencing cost overruns (Shehu et al., 2014). Poor planning and site management, lack of contractor's experience, high level of project's complexity and delay in payment are some of the factors contributing to cost overrun and project delay (Shah, 2016).



Additionally, massive waste production created by construction industry also becoming as one of the major issues highlighted by numerous researchers. Every year, gigantic amount of solid wastes are generated from construction industry which create multiple environmental issues and causing pressure to the disposal sites. This is due to the lack of communication, often changes of project design (Bekr, 2014, Nagapan, 2011) and mistakes during construction (Ikau et al., 2016, Nagapan, 2011). In Malaysia, the Government has highlighted on the issue regarding high volume of construction and demolition waste under one of the main thrusts in the Construction Industry Transformation Programme (CITP) (CIDB, 2015). This indicates that the Government is committed in overcoming the issues pertaining to the construction waste generation in Malaysia.

Implementation of information technology such as building information modelling (BIM) are foresee as one of the alternatives in resolving the construction issues. However, despite positive records on BIM technology implementation from other countries, the construction industry practitioners in Malaysia are still considering changing from current practices to BIM technology and causing the implementation rate of BIM around 10% in 2013 (CIDB, 2015). This issue is particularly happened due to the lack of BIM-ready workers (Ahmad Latiffi et al., 2015), high upfront investment cost (Ahmad Latiffi et al., 2015, CREAM, 2014), lack of awareness (Memon et al., 2014, CREAM, 2014) and reluctant to change (CREAM, 2014). Thus, proper planning on BIM implementation stages is needed to encourage the Malaysian construction players to implement BIM technology.

## 2. Building Information Modeling (BIM) Implementation Stages

Implementation of BIM technology has allowed the construction industry to achieve remarkable gains especially in terms of productivity, efficiency and construction work quality. BIM is currently growing and expected to continue in the coming years. In the North America, the implementation of BIM expanded from 28% in 2007 to 71% in 2012 (McGraw-Hill Construction, 2014). A similar dramatic expansion in the United Kingdom (UK) with the current rate of implementation is 62% (2017) compared to 13% in 2011 (Malleeson, 2017). Besides the successful implementation, some of the countries are still experiencing slow up-take of BIM technology. The implementation of BIM in Malaysia is considered at the nascent stage where the development is slow and stagnant (Memon et al., 2014). This scenario prevents the real benefits of BIM be utilised by all construction industry practitioners in Malaysia.

The slow uptake of BIM technology among construction practitioners, the concern towards high-investment costs and lack of BIM-ready engineers has urge the needs to develop a proper framework on series of stages for BIM implementation process in Malaysia. This framework is to assist the construction industry practitioners in implementing BIM according to the stages and determine the current trend of BIM implementation in Malaysian construction industry. Ettlie (1980) model was selected as a guideline to develop BIM implementation stages based on Malaysian scenario. Four (4) stages were proposed in the sequence of awareness, adaptation, adoption and application as shown in Figure 1.

The criteria for each of the stages are based on the following definition: (1) *Awareness*, the innovation exists but complete information is not yet available or has not been obtained; (2) *Adaptation*, the innovation is presently being used on a limited basis in order to determine its utility in a full-scale of implementation; (3) *Adoption*, the innovation has been adopted and now is being implemented on a full-scale basis; (4) *Application*, the innovation is being transferred to other parties with the same interest of using the technology.



Figure 1: Proposed BIM Implementation Stages Framework

In order to verify the sequence of the proposed technology implementation framework, an analysis on the process that indicates the possibility of having a similar sequence of stages need to be conducted. In this case, implementation of sustainable lifestyle among students was identified as the most relevant study to be used in the verification process. Thus, the aim of this study is to verify the proposed framework and understand the sequence of stages for student's to implement a sustainable lifestyle.

### 3. Methodology

The study was conducted at one of the local university in Malaysia involving the total number of 155 students. A questionnaire survey was distributed to the students and Table 1 presents the general information of the respondents. The questions were designed based on Likert's scale of five (5) ordinal measures from never to always. The respondents were required to provide information on their daily-life activities.

Table 1: Respondent's Information

Gender		Age		Race			Current Residence	
Male	Female	< 23	> 23	Malay	Chinese	Indian	Hostel	Off-campus
95	60	77	72	51	82	22	144	11

In order to analyse the data, the questions was divided into four (4) main stages according to the proposed BIM technology implementation framework and were analysed using index average or relative importance index formula to establish the ranking for each of the stages.

$$\text{Index average} = \frac{\sum a_i \times x_i}{\sum x_i}$$

where :

$a_i$  constant (weighing factor)

$x_i$  variables representing respondents frequency of response

### 4. Results and Discussion

A simple daily-life activity may contribute to the saving of physical environment of our planet. In this context, information and communication technology (ICT) play an important role in disseminating and providing information on sustainability to their user. Based on the results, students are more prefer to gain information related to sustainability from the social media, websites and blogs. Thus, leverage on ICT to share information would increase the possibility for the students to be more aware on sustainability.

Table 2: Sources of Information

Sources of Information	Total
Social media	95
Websites	87
Blogs	66
Online workshops/classes	48
Newspapers	45

## 4.1 Awareness

In order for students to understand the real meaning of sustainability, the students should be exposed to the sustainable environment in their daily life. Most of the students agree that sustainability influencing their decision in choosing which university to attend and where to live as shown in Figure 2 and 3. These figures show that students are aware of sustainability, nevertheless, with limited information and knowledge.

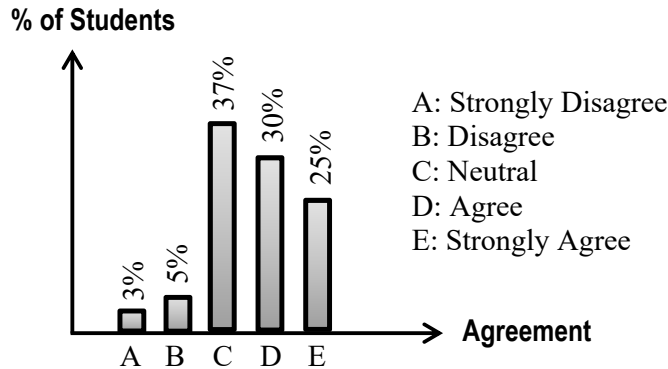


Figure 2: Sustainability influencing the decision in choosing college/university to attend

In the survey, five (5) environmental friendly actions have been identified as the factors that can contribute to the increment of student's awareness towards sustainability. Based on the results, majority of the students stated that they never or only sometimes doing the listed actions under the awareness stage as tabulated in Table 3. The results indicate that currently students are still requiring information to increase their awareness on the daily-life activities that can contribute to the environmental sustainability. Thus, university should organise more programme or events to educate students on sustainability and improve the facilities around campus such as providing/increasing recycle bin or develop sustainable park.

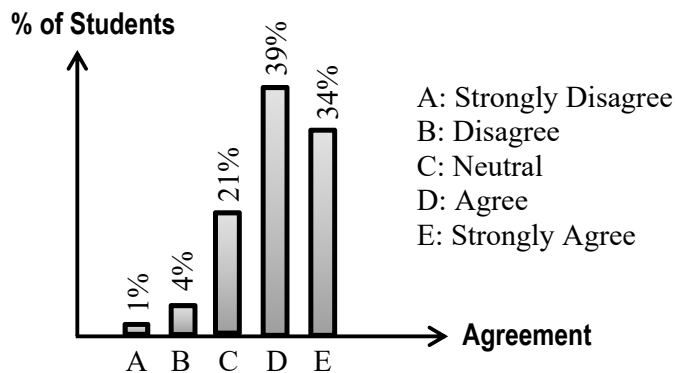


Figure 3: Sustainability influencing the decision in choosing place to live

Table 3: Activities for Awareness Stage

Sustainability Behaviour	Never to Sometimes	Often to Always	Mean	Total Mean
Think about sustainability issues	88	67	3.41	3.10
Attend programme/event related to sustainability	106	49	3.15	
Attend lectures focused on sustainability	109	46	3.03	
Take classes on sustainability subjects	112	43	2.94	
Perform research on a sustainability topic	105	50	2.95	

## 4.2 Adaptation

Once the students are aware on the activities that can contribute to the environmental sustainability, changing their current practices would conserve the physical environment of our planet. The students may realise on the factors affecting environmental sustainability but only limited to the certain activities. Adaptation stage listed the activities involves in changing our daily-life activities into a more sustainable way without or with less involvement of cost.

In the adaptation stage (Table 4), nine (9) activities have been identified and the results indicate that the majority of students are practicing six (6) out of nine (9) sustainable behaviours in their daily activities. Refill water bottles, turn of lights when not in use, using backside of printed paper for taking notes, exercise in sustainable way and bike/walk to campus/classes are the activities that often or always been implemented by the students. The students should also be encouraged to use recycle bag when going out for shopping, recycle, take short showers and donate unwanted belonging to the needed ones to reduce the impact on each of the activities towards the environment. Thus, exposing students to more sustainable environment would increase the possibility for the students to maintain their sustainable practices in the future.

Table 4: Activities for Adaptation Stage

Sustainability Behaviour	Never to Sometimes	Often to Always	Mean	Total Mean
Refill water bottles	35	120	4.26	3.68
Turn off lights when not in use	35	120	4.15	
Use backside of printed paper for taking notes	53	102	3.84	
Exercise	66	88	3.69	
Bike/walk to campus/classes	68	87	3.63	
Use paper/recycle bag when going out for shopping	74	81	3.53	
Recycle	88	67	3.43	
Take short showers (5 minutes or less)	88	67	3.30	
Donate unwanted belongings	92	63	3.29	

## 4.3 Adoption

Adoption stage involves activities that can contribute to the saving of physical environmental of the planet with the involvement of some amount of cost as shown in Table 5. The results indicate that the majority of the students are currently requesting for double-sided pages when doing photocopies or printing jobs and using public/alternative transportation when travelling (e.g. carpool). However, other activities under the adoption stage are never or only sometimes be implemented by the students. Thus, exposing students to more information on sustainable products or certified organic products and reminding them through flyers or information board in the university would increase student's knowledge towards sustainability. This shows that students are more prefer to choose activities that could save their time and money without the consideration of the environmental aspect.

Table 5: Activities for Adoption Stage

Sustainability Behaviour	Never to Sometimes	Often to Always	Mean	Total Mean
Double-sided copies and print jobs	48	107	3.89	3.34
Use public/alternative transportation (e.g. carpool)	66	89	3.66	
Purchase sustainable products (e.g. recycled paper)	84	71	3.40	

notebooks)				
Purchase locally-sourced, certified organic products	95	60	3.27	
Use car for going short distances (less than 2 km)	95	60	3.15	
Use own container to 'tapau' food from cafeteria/ local stall (in campus)	105	50	3.03	
Gardening	102	53	2.96	

#### 4.4 Application

Application stage possesses three (3) environmental friendly actions that showing the tendency of the students to share their knowledge on sustainability with others as shown in Table 6. Based on the results, majority of the students are not active in the programmes or events related to sustainability. These actions are usually influenced by the attitude of the students themselves or through the influence of their classmates/roommates. Therefore, university should organise more programmes related to sustainability and set a requirement for students who active in the programmes will have more possibility to stay in the dormitory for the following semester. As the consequences, students will be more aware towards sustainability-related programme and started to participate and share their knowledge with others.

Table 6: Activities for Application Stage

Sustainability Behaviour	Never to Sometimes	Often to Always	Mean	Total Mean
Participate in student organisations focused on sustainability	93	62	3.21	3.16
Participate in campus recreation outdoor trips	95	59	3.21	
Have conversations outside of class on sustainability issues with friends	106	49	3.05	

#### 4.5 BIM Implementation Framework

Based on the analysis, adaptation stage is having the highest mean value compared to the other stages (adoption and application) as tabulated in Table 4, 5 and 6. This mean value is used in determining the position of each stage in the framework as proposed in Figure 1. Thus, adaptation stage is place at the following stage after awareness stage and followed by adoption stage and application stage. The results indicate that the framework is in the proper sequence and will be used in measuring the real respondents who involved in BIM implementation.

#### 5. Conclusion

Principally, implementation of new technologies (in this context is BIM), a company need to go through step-by-step of implementation stages to avoid losses and to increase employer confidence towards the technology. Through this paper, BIM implementation process framework was proposed involving the sequence of awareness, adaptation, adoption and application. These stages allow the company to measure and understand the current stage of BIM implementation in their organisation. In order to verify the sequence of framework for adaptation, adoption and application, study related to student's daily-life activities towards sustainability was conducted. The results indicate that the framework is in the proper sequence with the highest mean value is in the adaptation stage followed by adoption and application stage. Thus, the framework will be used to measure the results from the real respondents involve with BIM implementation.

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# **Determinants of Awareness to Invest in Shariah-based Private Retirement Scheme (PRS): The Case of Public University Students in Malaysia**

**Solehah Yahaya & Haslindar Ibrahim**

Universiti Sains Malaysia, Malaysia

Email of corresponding author: solehahyahaya@student.usm.my

This study aims to identify four determinants that influencing students' intention to invest into *Shariah*-based Private Retirement Scheme (PRS) in Malaysia among public university students. The purpose of this study is to identify the relationship between determinant namely attitude, social influence, religious obligation, and government support on intention to invest into *Shariah*-based PRS. The sample comprised of 370 students who were taking business courses in their programme. By using survey as a method to collect the data, the study found that all four determinants have significant influence on the awareness to invest in *Shariah*-based PRS. In addition, these findings will enhance the students' awareness, knowledge and understanding of the importance of having a good financial planning for their retirement once they start their career.

**Keywords:** Awareness, *Shariah*-based PRS, Retirement planning.

## **1. Introduction**

Retirement planning is important to ensure that each individual has enough saving during retirement period. A retiree will face a dilemma when he/she is unable to have a steady income after their retirement. This situation will bring negative effects in their life especially if it has an impact to the family financial resources and also will affect society living standards. According to ((Warshawsky & Ameriks, 2000) indicated that half of the individuals aging between 25 years old to 71 years old do not have sufficient funds to support themselves during retirees. Also the old age group that is getting bigger due to a very low population growth and an increasing average life span of 71.7 years for males and 75 years for female (Samad & Mansor, 2013). So that, due to burden of life expenses after retiring and an increasing average life span, people need to have a smart financial planning for their future after they are retired.

From the Islamic perspective, planning for future especially planning for retirement was encourage to human especially Muslims. Based on hadith that was narrated by Al Hakim, as Prophet (pbuh) said that;

*"Take benefit of five things that is youth before your old age, your health before your sickness, your wealth before your poverty, your free time before you are preoccupied, and your life before your death".*

(Narrated by Al Hakim, Kitab al-Mustadrak, vol. 4, p 341).

From the hadith above, it strongly reminds Muslims to have prevention or protection planning which must be in a good manner. The planning serves as assurance that human needs to focus on planning for future in order to guarantee a better life. As Islam teaches us from the hadith that we have to plan for the better life starting at young age for the betterment of our old age. We have to allocate some saving now for our early preparation while having difficulties in the future.

In Malaysia, there are an issue with regards to the Malaysian people attitude towards their financial planning especially retirement planning. The current changes of human lifestyle and people need to be fulfilled with the changes in human daily expenses have bring a burden if they do not have enough saving for their retirement. According to (Jamaluddin and Wah, 2013) they revealed that retirees were forced to continue working during their retirement to sustain their living standards. Also according to (Hamid and Tyng , 2013) they claimed that majority Employees Provident Funds (EPF) members will retain their EPF fund within first five years after they retired and then they are out of savings to survive for their life.

In addition, it is hard to create awareness among Malaysians about the need to have a good sound of financial planning especially during their retirement days. Even though this matter must be stressed and emphasized more in order to create awareness among youth, but most college students do not care

enough about their retirement planning. James, Hadley, and Maniam, (2002) from their study indicated that most college students fail to understand the importance of retirement planning because they do not care what will happen when they retired. They also found that students' main concern is to find a job and start their new career once they graduated hence they could not grasp the idea of having a plan for their retirement.

Therefore, the aim of this study is to investigate four determinants that may significantly influence students' awareness to understand the Islamic private retirement planning known as *Shariah*-based Private Retirement Scheme (PRS). The four determinants are attitude, social influence, religious obligations and government support. Section 2 of this paper provides a review of the literature on the attitude, social influence, religious obligation, government support, and awareness. Section 3 outlines the method use for this study includes sample of the study, data collection, research instruments and data analysis. Finally, results and conclusion from the study is discussed in Section 4 and 5, respectively.

## 2. Literature review

This section discusses the Islamic private retirement scheme in Malaysia. Furthermore, this section also discusses few determinants that may influence students' awareness to invest in the *Shariah*-based PRS. Some of the factors are attitude, social influences, religious obligation, and government support.

### 2.1 *Shariah-based Private Retirement Scheme (PRS) in Malaysia*

The introduction of private retirement planning known as Private Retirement Scheme (PRS) in Malaysia in 2012 is to provide complementary retirement scheme for employees and employers in Malaysia. With the introduction of PRS, Malaysians have another option to have an additional saving plan for their retirement period instead of only depending on the Government Pension Scheme especially for government servant only and Employee's Provident Fund (EPF) as their income when they retired. This PRS offers both conventional funds and Islamic funds. For Islamic funds are called as *Shariah*-based PRS.

The *Shariah*-based PRS is based on the *Wakalah* principle. *Wakalah* principle is a fee based contract. Providers act as agent that manage members' fund. They are responsible in managing PRS members' fund to invest in *Shariah* compliance stocks that were listed by Security Commission (SC).

This *Shariah*-based PRS offers three core funds that are similar with the conventional funds options. These three core funds are Growth fund, Moderate fund, and Conservative funds. Every fund is different according to the asset allocation for the investment purposes. Members are allowed to invest under default option funds that is based on the members' age, or based on the members' risk appetite. Currently PRS funds that offered in the market are about 56 numbers of funds. Detail of the PRS funds as shown in Table I below.

Last but not least, the introduction of *Shariah*-based PRS is also supported by Malaysian government by giving RM 1000 to encourage youth involvement to invest into PRS. The RM 1000 is one-off incentive and qualified individuals will only receive it once for the entire period between 2017 until December 2018 (Private Pension Administrator, 2017). For this incentive youth of Malaysian must be aged between 20 to 30 years old within the incentive period. Table 1 shows the performance of the PRS until 30 September 2017.

Table I: Private Retirement Scheme Statistic as at 30 September 2017

<b>No. of Launched Funds</b>	<b>56</b>
-Conventional	31
- <i>Shariah</i> compliant	25
<b>Units in Circulation (billion units)</b>	<b>4,201</b>



-Conventional	2,822
- <i>Shariah</i> compliant	1,379
<b>Total NAV (RM billion)</b>	<b>1.868</b>
-Conventional	1.256
- <i>Shariah</i> compliant	0.613

Source: Security Commission Malaysia, 2017

## 2.2 Attitude

According to (Ajzen and Fishbein, 1980) attitude is an index of degree to determine like or dislike of people towards behaviour. Attitude has a positive and significant relationship with customers' preference to choose Islamic banking products and services (Taib, Ramayah, and Abdul Razak, 2008; Amin, et al., 2011). In addition, according to (Zainuddin, Jahyd, and Ramayah, 2004) they also found that attitude is significant with the intention to use Islamic banking services and products. Based on these previous findings, this study believes that attitude could be the main factor in influencing respondents to get involved and invest in the Islamic financial transaction.

It is also supported by (Ramayah and Suki, 2006) who found in their study that students' intention to use mobile personal computer are significant with attitude. In brief, preference to use Islamic banking product and services are positively related by customers' attitude.

## 2.3 Social influence

Subjective norms are an original construct from Theory of Reason Action (TRA) that deals with the influences of social environment or social pressure on the individuals and thus on behavioral intention (Fishbein and Ajzen, 1975). The term of social influence used in this study refers to subjective norm or normative pressure. It can be defined as one's perception that those who are important to her or him should or should not perform the behavior (Fishbein and Ajzen, 1975).

Previous study found that social influence is significantly influence customers behaviour towards Islamic banking product and services (Amin, et al., 2011; Taib, et al., 2008). In addition according to (Chan and Lu, 2004) who study about adoption and user behavior in the context of internet banking services in Hong Kong, their findings show that subjective norms are significant in influencing the intention to adoption of internet banking among respondents.

## 2.4 Religious obligation

Other factor that could influence the awareness towards preference for choosing Islamic banking products is religious obligation. According to (Metawa and Al Mosssawi, 1998) religion is the highest factor that influences the selection of Islamic banking services. They found that the religious score is 4.7 where the mean value is not more than 5. Whereas other factors that were determined from their study are family and friend, convenience of location, and rate of return with the score 3.51, 3.00, and 3.85 respectively.

It is also supported by (Renneboog and Spaenjers, 2009) their findings show that religion has a relationship with the financial decision to get involved in the financing transaction. Gait (2008) also concludes that religion is the main factor for preference involving the Islamic finance services.

## 2.5 Government support

Government plays a vital role in encouraging the development of economic growth in particular country. In other words, the rules and regulations which is posed by the government also affect the economic growth. Moreover, according to (Amin, et al., 2006) the government has an influence in developing the

Islamic banking industry in Malaysia, as Malaysia had established a full fledged Islamic banking institution – the Bank Islam Malaysia Berhad since 1983.

As discussed earlier, even customer awareness in consuming Islamic bank products and services is significant but it is not a major determinant. According to (Amin, et al., 2011) they deduce that government support may be positively related with the intentions to use the Islamic banking products and services, but it is not in great significant. But their study indicate that even the government provides a good support, but it is less likely Islamic financing going to be used by the customers.

## 2.6 Awareness

To create awareness is really crucial as it helps the public in general and youth in particular to understand and realise the existence of the Islamic financial products and services. However, the level of awareness sometimes is different when it involves with age, gender, and income level. According to (Amin, 2007) from his study on Borneo Islamic automobile financing, he found that the consumers of Islamic banks are homogeneous in terms of their awareness and usage as supported by age, marital status and occupation. Although this may be true, people may be aware on the current existing Islamic products but they are unwilling to engage themselves with the products. This scenario has been supported by (Rammal and Zurbruegg, 2007) who found that people who are considered of being aware of Islamic banking products cannot be considered that they are willing to get involved in the halal products. They perceived by engaging in this activity they might incurred high losses due to the risk exposure. This strengthens the fact that although people know about the existence and nature of the Islamic financial products, they are still unwilling to do any transaction.

Moreover, the lack of financing knowledge might be one of the reasons even though they may realise that there are a lot of Islamic banking products in the market. Hamid and Nordin (2001) indicate that even the level of awareness among Malaysian Islamic banking customers is high but they are still lacking of financial knowledge in order to invest in the Islamic banking product and services.

## 3. Research method

A total of 370 local students consist of 120 male and 250 female from one of public universities in Malaysia participated in this study. Respondents are choosing based on their courses background and majority from business study faculties. There are four major courses that offered by their faculties such as Islamic business, accounting, business management, economic finance and banking.

A set of questionnaire was developed and has been distributed in the library. Respondents are randomly selected in the library entrance. For every 10 students who are entered to the library, researcher will select one person and ask them to answer the questionnaire. This survey is conducted during weekday to ensure and get many respondents can answer the survey. Researcher took about 3 weeks to distribute 400 set of questionnaires.

The questionnaire was divided into two sections. The first section consists of demographic profile while second section consists of the measurement of independent and dependent variables. Three of the measures for each determinant was adapted and adopted from previous studies. The adoptions of instruments are as shown in Table II.

For this study, researcher run a pilot test by distributing 30 set of questionnaires to the respondents to ensure the items are reliable and valid. The study also used Cronbach's alpha test in order to assess the reliability of the scales employed in this study. Cronbach's alpha for attitude is the highest which is 0.895. Cronbach's alpha value for social influence and awareness are 0.836 and 0.750 respectively. These three alpha values are exceeding minimum alpha value of 0.6 (Hair, et al., 1998).

Table II: *The sources of the independent and dependent variables of the questionnaire*

Variables	Original author	No. of items
Awareness	Amin (2007)	7
Attitude	Taib et al., (2008)	6
Social influence	Taib et al., (2008)	5

Religious obligation	Naser et al., (1999)	5
Government support	Amin et al., (2006)	5

#### 4. Results

##### 4.1 Correlation

Table III presents the correlations analysis for the major variables used in this study. The results indicated that attitude and social influence, religious obligation, and government support are positively correlated with the awareness to invest in the *Shariah*-based PRS significant with p-value less than 0.01. This means the stronger the attitude, social influence, religious obligation, and government support, the greater the awareness to invest into *Shariah*-based PRS. Results were supported and consistent with (Taib, et al., 2008) indicating that attitude, religious obligation and social influence have great influence on the respondents to get engage in the Islamic financial transaction and business.

Table III: *Bivariate Pearson's Correlations results*

	Attitude	Social influence	Religious obligation	Government support	Awareness
Attitude	1				
Social influence	0.644**	1			
Religious obligation	0.724**	0.612**	1		
Government support	0.519**	0.518**	0.578**	1	
Awareness	0.468**	0.563**	0.423**	0.366**	1

\*\*Correlation is significant at the 0.01 level (2-tailed).

##### 4.2 Multiple regression analysis

Table IV summarises the results of the regression analysis based on the study. The adjusted  $R^2$  is 0.323, indicating that 32.3% of the awareness towards *Shariah*-based PRS has been explained by these four determinants. It can be seen that attitude is significantly related to the awareness to invest into *Shariah*-based PRS ( $p$ -value = 0.035,  $t$  = 2.115) and the result is in line with previous studies (Ramayah and Suki, 2006; Zainuddin et al., 2004).

Social influence is also related to the awareness towards *Shariah*-based PRS ( $p$ =0.000,  $t$ =6.928). This result confirms the findings of (Taib, et al., 2008) as they used social influence as the determinant to measure the intention to use Islamic financing product. The study however, found insignificant results of the impact of religious obligation and government support on the awareness towards *Shariah*-based PRS in Malaysia.

Table IV: *Regression results*

Variable	Standardized B	t-value	p-value
Attitude	0.145	2.115	0.035**
Social influence	0.415	6.928	0.000***
Religious obligation	0.052	0.764	0.445
Government support	0.041	0.734	0.464

F-value=41.266

$R^2$ =0.331

Adjusted  $R^2$ =0.323

Notes: Dependent variable: Awareness towards *Shariah*-based PRS

\*\*\* Significant at 0.01, \*\*significant at 0.05, \*significant at 0.1

#### 4. Conclusions

The findings of this study revealed that there are only two determinants of awareness are significant and influence them to invest in the *Shariah*-based PRS. From this study it can be conclude that attitude and

social influence are those determinants that are significantly influence awareness to invest into *Shariah*-based PRS among public university students in Malaysia. The findings are consistent with previous studies (Taib, et al., 2008; Amin, et al., 2011; Chan and Lu, 2004; Renneboog and Spaenjers, 2009). Interestingly, attitude is the highest correlation with awareness towards the *Shariah*-based PRS as compared to other three determinants such as social influence, religious obligation, and government support. Meanwhile, government support has the lowest correlation with the awareness on the *Shariah*-based PRS.

Last but not least, social security scheme in Malaysia are still in the infant stage. Therefore, more efforts must be put in placed especially from the government support. Government needs to put more effort in promoting and also creating awareness towards this scheme especially focusing on the youth. There are also more other factors of awareness that were not analysed in this studies for example the sources of awareness.

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## **A Review of Barriers That Hinder Households To Separate Solid Waste at Source**

**Nur Azqiah Mohammad Arshad<sup>a</sup>, Ainur Zaireen Zainudin<sup>a</sup>, Siti Radiaton Adawiyah<sup>a</sup>, Muhd Ridzuan<sup>b</sup> & Norhidayah<sup>a</sup>**

<sup>a</sup>Faculty of Geoinformation and Real Estate, Universiti Teknologi Malaysia, Malaysia

<sup>b</sup>Faculty of Mechanical Engineering, Universiti Teknikal Melaka, Malaysia

Email of corresponding author: nurazqiah@gmail.com

Starting from 1 September 2015, the government of Malaysia has launched a waste separation program where households in Putrajaya, Kuala Lumpur, Melaka, Negeri Sembilan, Johor, Pahang, Perlis and Kedah have to separate their solid waste according to its composition. However, after one year of implementation, the participation of households in this program is still low. Thus, this paper reviews the barriers of solid waste separation at source based on the results gained from previous researches that have been conducted around the world. It was identified from the review that the barriers could be divided into five (5) main categories namely facility, attitude, knowledge, commitment and enforcement. These barriers could be among the issues that hindering total participation of Malaysian society in the country's solid waste separation program. Further research should be conducted to identify which of these barriers that has contributed most to the poor participation of Malaysian society in the program. Clear understanding on the actual problem in executing the program may then lead to the formulation of the right and effective strategy and policy for solid waste separation at source initiatives in Malaysia.

**Keywords:** Waste Separation, Waste Segregation, Barriers of Waste Separation, Main Barrier

### **1. Introduction**

Solid waste management is one of the worldwide challenge that brings upon varieties of initiatives at local and global level to overcome the declining environmental quality. In authorities perspective, the challenges is due to the increasing amount of solid waste that needs to be managed, the cost of large-scale management costs, the lack of understanding of the factors affecting the different levels of solid waste management and the relationships needed to ensure the entire operating system is functioning (Guerrero, 2013).

In the 1970s, as Malaysian population density is still low, the need for a systematic and centralized solid waste management was not seen to be important. However, in line with population growth, rapid urbanization and development, the solid waste has continuously generated to an alarming level (Nur Khaliesah Abdul Malik *et al.*, 2015). The larger amount of the solid waste is recyclables which include paper, glass, metal and aluminum which represent 60 percent of the total waste volume. , The amount of solid waste generated in Malaysia is estimated to exceed 38,000 tonnes by 2020 where recyclable items represent 60 percent of the total waste volume. Major cause of this problem is due to poor practice of solid waste separation at source among Malaysian citizens (Fitriyah Razali, 2017). The implications of this practice are the loss of these resources and the rapid utilization of the landfill space.

Recently, the Ministry of Urban Wellbeing, Housing and Local Government has clearly outlined that solid waste separation at source program would be their main agenda at present as well as in years to come. Thus, starting from 1 September 2015 all premises are required to separate solid waste at the source. This implementation is pursuant to regulations under Solid Waste and Public Cleansing Management Act 2007 (Act 672) enforced in Johor, Melaka, Negeri Sembilan, Pahang, Kedah, Perlis, Kuala Lumpur and Putrajaya. Solid waste separation at source is a practice of separating or setting aside goods and post-consumer materials produced by household from entering mixed waste streams (Lardinois and Ferudy, 2000). These waste will be stored in designated containers or bins in order to facilitate recycling and disposal.

This paper explains why the recycling programs in Malaysia that have been launched twice, in 1993 and 2001, and present solid waste separation at source program was always backfired in Malaysia. Although the government have simplified the recycling program through this current program, still the barriers that hinder households from separating solid waste at source remain unclear presently. Thus, the purpose of this paper is to explain the barriers that hinder waste separation behavior among Malaysian households, which is important to improve current strategies in increasing the involvement of Malaysian society in solid waste separation at source program. This paper starts with the history of recycling programs in Malaysia and followed by the barriers of solid waste separation at source that found from previous researches.

## **2. Solid Waste Separation in Malaysia**

The current solid waste separation at source program reminisced about how Malaysia has committed itself to improve solid waste management services in accordance with the Rio Declaration signed in 1992. The very first Recycling Program had been introduced in 1993 as an effort undertaken by the government of Malaysia through the Ministry of Housing and Local Government (MHLG) towards sustainable environment. This long-term strategy program aims to transform the “throw-away” culture among the citizens into “conserving” one (Omran and Mahmood, 2002). Unfortunately, it was reported that the program has failed whereby public participation was far too slow thus did not improve the existing waste management practice.

Due to the unsuccessful Recycling Program in 1993, another recycling campaign was re-launched in 2001. This year round programs known as 3Rs Campaign was aimed to increase public participation of households and to improve the recycling rate in Malaysia. This re-launched campaign came with a renewed objectives of cultivating the habit of 3Rs with recycling to reduce land use for waste disposal, reduce cost of solid waste management and to reduce the influx of new waste (Moh and Manaf, 2014). Despite of more money spent on massive publicity and public education, the recycling rate was reported to reach only 5 percent in 2011 and 9 percent in 2012 which is still too low in compare with neighboring countries such as Singapore which is 60% in 2012 and Philippine by 28% in 2006. Furthermore, this results was far too low thus did not promise the achievement of targeted 22% of recycling rate by the year of 2020.

In order to keep pursuing the targeted rate, starting from 1 September 2015, another program called Solid Waste Separation at Source has then been launched by the Ministry of Urban Wellbeing, Housing and Local Authorities; to be enforced in Johor, Negeri Sembilan, Melaka, Pahang, Kedah, Perlis, Kuala Lumpur and Putrajaya. In this program, all premises in those states are required to separate solid waste at source according to the waste composition such as recyclable waste, residual waste and bulky/garden waste by the respective households. By this way, it is believed that recycling would be easier as households can simply placing their recyclables into rubbish bins or container, which are within the convenience of their homes.

However, the findings from its early implementation reported a rather disappointing performance. It was reported that a month after the program started, a total of 12,829 reminders have already been issued to occupants of premises who did not separate recyclable discards from their solid waste. This situation is worrisome because firstly it shows the uncertainties for Malaysia to achieve its targeted recycling rate and secondly, it has indirectly proved a low involvement rate of Malaysian households in the effort to increase the quality of the environment in compare with other countries who have been recognized to be very committed in recycling practice such as Germany, Switzerland, Sweden and Denmark.

### **3.0 The Barriers that Hinder Households to Separate Solid Waste at Source**

As mentioned previously, in Malaysia the results from the Recycling Program and Solid Waste Separation at Source Program have been disappointing due to low participation and involvement of the Malaysian society. Furthermore, the involvement and participation of society in the source separation program greatly affects the success of household recycling program (Babaei *et al.*, 2015). Therefore, in concurrent with the present program held by the government, this paper will explain the barriers that keep hindering the society from separating their solid waste at home. Marican (1997) said that a success of a public policy vitally depends on how far the problems that needs to be resolved is fully comprehended. In policy context, it is vital for the policy makers to first understand the actual cause for poor participation so that they can establish the accurate strategies to reach the country's targeted recycling rate. If the real problem could not be grasped clearly, an accurate public policy can't be established in hope to fix the problem.

Based on previous researches, there are several reasons for the lack of participation in separation solid waste at source which then composed to five main barriers which are facility, attitude, knowledge, commitment and enforcement. These barriers will be explained in the next sub-topic.

#### **3.1 Facility**

Situational factor such as insufficient facilities, mixed transportation and disposal, poor collection service, inaccessibility and limited space are found to be the common reason for not separating their solid waste at source (Omran *et al.*, 2009; Zhang *et al.*, 2012; Xu *et al.*, 2015; Zeng *et al.*, 2016; Babaei, 2015). In Shanghai, the community that do not practice source separation emphasizes that sufficient facilities such as dustbin, storage room and containers are very important for a community to separate their solid waste (C.Zeng *et al.*, 2016). That means the more convenient the solid waste separation service, the higher the public participation in this program. It was supported by Zhang *et al.*, (2012) who found the same findings in Shanghai. Zhang *et al.* (2012) cited that society with insufficient facilities inside and outside of their homes results in low participation of the program. In the other hand, some individuals do not separate their waste because the sorted waste is mixed during transportation and disposal process. It can be concluded that due to insufficient facilities and poor collection services, the solid waste is still transported and disposed in a mixed state.

#### **3.2 Attitude**

This barrier is related to the society's lack of awareness on separation solid waste, lack of moral obligation and poor maintenance of the facilities by households. Personal attitude had the strongest correlation with waste separation intention (Karim *et al.*, 2013) because positive attitude results in a positive belief in oneself. This result was supported by Nigbur *et al.*, (2010) where found that attitude predicted the intention to recycle which then predicted the intention to recycle. In rural areas of mainland China stated that lack of separation awareness was the major barrier in participating source separation program. From a research by C.Zeng *et al.* (2016) found that the community education in the rural areas is very limited and lack of implementations. Therefore, various measure should be introduced such as a sufficient publicity program including public education and using media sources such as television, radio and internet by local government to boost society participation in source separation program.

While in Sao Paulo, Brazil, moral obligations had a great influence on the behavior of households to separate their solid waste at source. Campaigns that highlight households' moral obligation may improve public participation. Previous research conducted by Zhang D. *et al.*, (2015) found that moral obligation plays the largest role in ascertaining households' attitude. Meanwhile, Barr *et al.*, (2001) stated that society with high sense of moral obligation often regulates their thought and behaviors in life, as well as developing a better environmental attitude.



### 3.3 Knowledge

Lack of public education and insufficient knowledge of the existing program are the basic issues that hindering households from separating their solid waste at home (Omran *et al.*, 2009). Educating society including on how, what and where to recycle are very important (Williams and Kelly, 2003). Zhang W. (2012) stated that it would be impossible for society to participate in solid waste separation at source program without correct information. While Evison and Read (2001) stressed that awareness and promotion campaign held by authorities was important in order to increase the public participation. Besides that, public relations in recycling is important as it could be used as a tool to educate and motivate households into participating in this program (As Salhofer and Isaac, 2002).

In India, the success of community participation in waste management specifically in Mumbai, is a result of a good governance campaign between the government of India and Municipal Corporation of Greater Mumbai. Nur Khaliesah (2015) suggested to use internet as a major platform to spread the information and news to public as the internet has strong ability to enhance the knowledge and participation. Furthermore, by gaining knowledge on the importance of waste separation practice will enhance the level of awareness on this program. However, those just a measure or an educational tools to spread knowledge and educate public but it was very hard and challenging to change public attitude and behavior.

### 3.4 Commitment

In term of commitment, some of society keen to participate the program because they have limited time and some indicate that they were busy with work. As the process of separating solid waste at source requires effort, some society were reluctant to participate. More surprising, some of them consider the process as burdensome where they prefer to throw their solid waste directly to the dustbin without separating because it is easier and faster (Nur Khaliesah, 2015). Some residents in Guangzhou, China, believes that solid waste separation was not an easy task, hence, the households required to strengthen their guidance to involve in waste separation (Zhang D. *et al.*, 2015).

### 3.5 Enforcement

This barrier is related to the imperfect laws and regulations, lack of financial incentives (reward and penalty) and inefficient policy. Poorly designed and implemented campaigns will lead the participation rates to remain low (Evison and Read. 2001). The case study in Thailand showed that Bangkok does not have regulation or policy that enforced society to separate solid waste at source whereby it was currently conducted by scavengers and waste pickers. This situation led to a low recycling rate which is only 8 percent of total population which is very low compared to other cities (Sukholthaman and Sharp, 2016). Therefore, attractive strategies that stimulates residents to conduct source separation are needed.

Taiwan started a “four in one” recycling program in 1997 where local government, recycling enterprises, recycling foundation and the resident worked together. The local government and recycling enterprises were in charge of establishing a more efficient recycling system, while communities organize and reward the residents who’s participated in solid waste separation at source. However, this market mechanism in China was not well established in promoting community-based source separation in China. The crucial problems were analyzed and a new incentive-based source separation model was put forward to solve the problem of inefficient source separating (Xu *et al.*, 2015). In the other hand, a volume based collection fee system for solid waste in Incheon City, South Korea was successful because it was not only generate revenue for the corporation, but also reducing the amount of waste generated (UNESCAP, 2002). It shows how vital a policy maker should understand the actual cause so that they can establish the accurate strategies.

#### 4.0 Conclusion

Environmental crisis has been a worldwide issue that brings upon varieties of initiatives locally and globally. The initiatives undertaken have been integrating the involvement of all parties whereby public participation is a must. The low participation of the Malaysian society in current program called solid waste separation at source program is worrisome. It was identified from the previous researches that the barriers could be divided into five (5) main categories namely facility, attitude, knowledge, commitment and enforcement. These barriers could be among the issues that hindering total participation of Malaysian society in the country's solid waste separation program.

Further research should be conducted to identify which of these barriers that has contributed most to the poor participation of Malaysian society in the program. As part of public policy, waste separation behavior in Malaysia is considered new as it was just enforced since September 2015. This needs for clear understanding on the actual problems faced by households in executing the practice. Therefore, this paper aims to help government particularly the responsible ministry to determine the accurate strategic approaches to boost society's involvement in the program based on the barriers found. The findings of this paper will serve as a guideline for future researcher to identify which of the many barriers identified would be the main barrier to generate new concept based on the prioritized factor that influence separation behavior among households.

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## Malaysia Automotive Industry: Moving Toward Energy Efficient Vehicle Era

**Muhamad Syakir bin Shukor, Zuraidah Sulaiman, Thoo Ai Chin, Adaviah Mas'od**

Department of Business Administration, Faculty of Management, Universiti Teknologi Malaysia (UTM),  
81310 Skudai, Johor Bahru, Johor Darul Takzim, Malaysia  
Email of corresponding author: syakirshukor92@gmail.com

### Abstract

Throughout the globe, humankind is facing several environmental problems such as climate change, resources depletion loss of biodiversity and much more. Transportation has become one of the important human essentials and among the major contributors to the overall environment degradation. To overcome these issues, both international and interdisciplinary measures needs to be implemented. Beginning 2014, national car producers have launched the Energy Efficient Vehicle (EEV) in an effort to react on both the declining environmental and fluctuating economical scenarios. Thus, this paper provides insights and reviews on the automotive market for ASEAN and Malaysia today. There is an increasing awareness by car producers and governments on the impacts of EEV; hence, actions have been make to promote Malaysia to become ASEAN regional EEV hub.

Keywords: Green Marketing, Malaysia Automotive Industry, Energy Efficient Vehicle

### 1. Overview of Automotive Industry

In 2015, the total vehicle produced globally was 90 million units, while the total sales of vehicle globally amounted to 89.6 million units. China, United States of America and Japan were the top three countries with the most number of vehicle produced and sold. Malaysia ranked 24th for vehicle produced and 26th for vehicle sold.

Table 1: Overview of ASEAN Automotive Industry for 2014 (des Constructeurs d'Automobiles, 2016)

	Population (Million)	GDP per capita (US \$)	Vehicle Production	Vehicle Sales	Product Champion
Southeast Asian	619	3,695	3.88 M	3.14 M	-
Cambodia	15	1,085	-	4,100	Motorcycle
Indonesia	225	3,513	1.3 M	1.21 M	SUV, MPV, Big Truck
Laos	7	1,666	-	14,700	Motorcycle
Malaysia	30	10,934	600,000	679,000	Passenger Car
Myanmar	53	1,480	4,325	1,800	Motorcycle
Philippines	99	2,855	60,000	230,000	-
Thailand	68	6,022	1.8 M	880,000	1 ton Pick Up
Vietnam	92	2,007	40,000	130,000	Motorcycle

- Singapore and Brunei were not included in the study
- Vehicle sales and vehicle production refer to total passenger and commercial vehicles

Throughout Association of South East Asian Nations (ASEAN) region, 3.14 million units of the total

number of vehicle sold for the year 2014 and 3.88 million units of total production capacity as shown in Table 1. This automotive industry in this region been dominated by Indonesia with 1.21 million units where it is the highest vehicle produced. While the main player of this industry is Japanese automotive company with average 80 percent of the supply chain (des Constructeurs d'Automobiles, 2016).

Malaysia is a member of ASEAN, where regional trading block with combined annual vehicle sales of 670 000 units in 2014 was the highest Gross Domestic Product per Capita for ASEAN. The product champion for Malaysia market is passenger car, which is one of main contributor for GHG emission Malaysia is a developing and middle-income country with 3.3 billion populations. Since 1970s, Malaysia has transformed to an emerging multi-sector economy from a producer of raw material's economy. This had led to establishment of Perusahaan Otomobil Nasional Berhad, PROTON as the first automotive manufacturer in Malaysia and first national car, Proton Saga was born in 1985. In 1993, Perusahaan Otomobil Kedua Berhad (PERODUA), Malaysia's second automotive manufacturer was born which had launched second national car, Perodua Kancil where it was launched commercially in 1994.

Table 2: Top Ten of Passenger Cars and Commercial Vehicle's Sales in Malaysia for 2016 (Mohamed, 2015, Malaysia Automotive Association, 2014)

Ranking	Brand	2016 Annual Sales (Unit)	Market share (percent)
1	Perodua	207,110	35.7
2	Honda	91,830	15.8
3	Proton	72,290	12.5
4	Toyota	63,757	11
5	Nissan	40,706	7
6	Isuzu	12,818	2.2
7	Mazda	12,493	2.2
8	Mercedes-Benz	11,798	2.0
9	Mitsubishi	9,395	1.6
10	BMW	9,000	1.6
Total Vehicles Sales in 2016			580,124

Table 2 shown that Proton and Perodua only accounted 48.36 percent of the vehicle sold and the remaining 51.64 percent were contributed by 54 other automotive manufacturers in 2016. Despite influence of international brands, the national brands still maintain as the first and second place in the market. However, these market is dominated by 51.64 percent by the foreign manufacturer .Honda top the list with 13.84 percent of sales followed by Toyota and Nissan with 13.14 percent and 7.11 percent of sales respectively as show in Table 1.2 (Malaysia Automotive Association, 2014).

From the statement above, it can be concluded that automotive industry is blooming domestically and globally. ASEAN, which has a population of over 600 million, mostly concentrated in dense urban centres, had become one of the factors for growth in automotive industry (Chua and Oh, 2011). This number will continue to grow at the rate of 0.85 percent per annum (Ong et al., 2011). One of essential need of human being is transportation from one point to another. Unfortunately, transportation has accounted for between 20 percent and 25 percent of worldwide energy consumption and carbon emissions.

## 2. Automotive Industry's Effect Toward Environment

While automotive industry continues to blossom, and grow from year to year, there was a sequence of environmental effect from this industry. Transportation had contributed around 14 percent to greenhouse gas emission that cause global warming. This situation has worsen when world's carbon dioxide emissions from the fuel consumption had shown increasing pattern from 2009 to 2013 (Stocker et al., 2013) as shown in Figure 1 below:

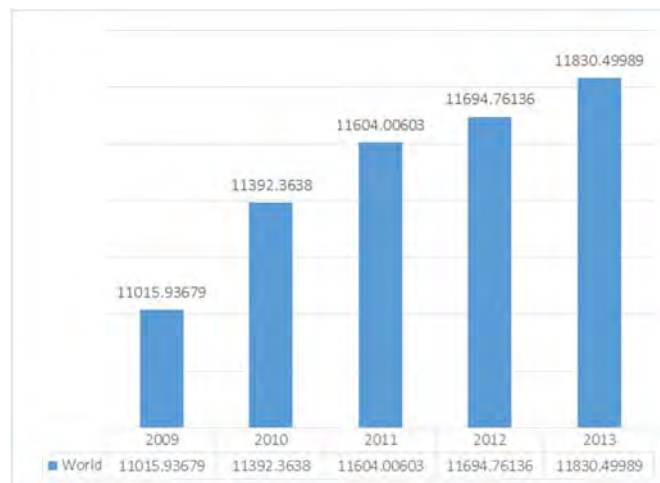


Figure 1: World's Carbon Dioxide Emissions from the Consumption of Petroleum (Million Metric Tons) (Stocker et al., 2013).

The transportation sector is the one of the biggest contributors for the global greenhouse gases (GHG) emission. The conventional motor vehicle operates through internal combustion engine(ICE) from fossil fuels which are gasoline or diesel (Tie and Tan, 2013). This sector stands contribute approximately 27 percent for global total energy consumption which is second highest consumption of energy and 33.7 percent GHG emission, highest emission compare to another sector in 2012.

Figure 2 below shows percentage of transportation emission over year for the year end 2006. The highest emission was from light duty vehicle and passenger car that contribute 65 percent and 45 percent of transportation's emission respectively. The Emission from transportation sector should be highlighted and deserved serious attention. Mahlia et al. (2012), Shafie et al. (2011) believe transportation as the major sources of atmospheric pollutions, one of largest cause of environmental degradation and human-related problems such as climate change, increase in sea water level, noise and air pollution.

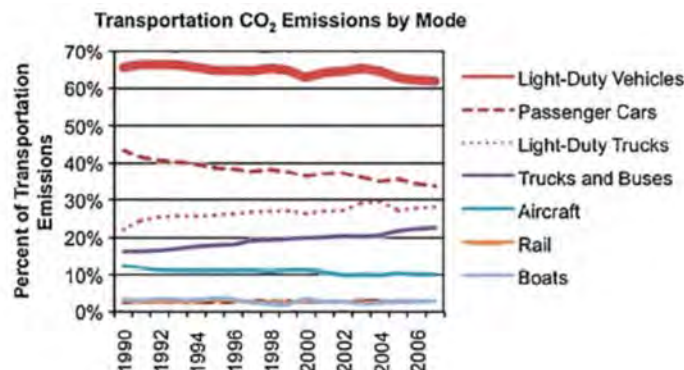


Figure 2: Historical CO<sub>2</sub> emissions from the transportation sector (United States Environmental Protection Agency, 2016)

Besides that, at high combustion temperatures, atmospheric nitrogen (N<sub>2</sub>) is oxidized to nitric oxide (NO<sub>x</sub>) and small quantities of nitrogen dioxide (NO<sub>2</sub>), in addition to smaller quantities of nitrogen-containing impurities in the fuel. This had harm human as fuel combustion are highly associated with diseases pharyngitis, bronchitis, tonsillitis, colds and sore throat. Other than that, motorized vehicle also emitted few harmful ultra-airborne particles such as black carbon soot that range from 0.04 to 0.06  $\mu\text{m}$ . This small particle can penetrate and harm human's lung. Researchers had shown even ( $< 0.1 \mu\text{m}$ ) of airborne can affect human's health . (Mahlia et al., 2012).

Within the past decade, inclining rate of world population had led to the increasing need and demand for transportation (Mahlia et al., 2010, Mahlia et al., 2012). Malaysia as emerging economy market is not exempted from rapid environmental decline caused by rapid growth in motor vehicle usage that correlate with increasing income per capita. It been forecasted that it will continue to grow in the future with the rates of 9 percent or more. Apparently, this scenario will also increase rate of growth in the demand for petroleum. Unfortunately, Malaysia's economic growth has merely increase compare to growth for petroleum demand. This present opportunity for Malaysia to promote and introduce EEV as a solution to reduce dependency on petroleum. The automotive industry is highly competitive and price sensitive market that significantly influences the economic, environmental and human health (Department of Statistic Malaysia, 2016a, Malaysia Automotive Association, 2017, Malaysia Automotive Association, 2014, Department of Statistic Malaysia, 2016b).

### **3. Environmental Initiatives by Automotive Industry**

The increasing usage of petroleum and shortage of resources has leading concern of car manufacturer to create innovative solutions toward better environment by minimising petroleum usage and carbon dioxide emission. Energy Efficient Vehicle has been a great and most innovative improvement in automotive industry. EEV includes fuel-efficient internal combustion engine (ICE) vehicles, hybrid, electric vehicles (EV) and alternative fuelled vehicles such as Compressed Natural Gas (CNG), Liquefied Petroleum Gas (LPG), Biodiesel, Ethanol, Hydrogen and Fuel Cell (Malaysia Automotive Association, 2014).

However, adopting EEV will depend heavily on the way customer perceived them. Consumers have tended to be sceptical when they are to expose the new technologies like EEV. Plus, this technology also seen novel as the mass-markets consumers have little exposure (Schuitema et al., 2013). Based on environmental issue mentioned before, EEV has been perceived as premium and luxury buying (Mohd Suki, 2015, Suki, 2013, Ramayah et al., 2010, Yusof et al., 2012).

Currently, approximately 20.2 million vehicles in this country. Malaysia has become one of highest vehicle users in Asia region which contributed to higher dependency toward fossil fuel within short period. 89 percent of motor vehicles fuelled by petroleum and 11 percent of motor vehicles fuelled by diesel. Malaysia was declared as having one of the highest carbon emissions per capita in the world at 12.3 tons per capita compared to world average of 7.9 tons per capita in 2011 (Malaysia Energy Commission, 2015)

### **4. Environmental Initiatives by Government**

There is an growing demand for green products in Malaysia (Ramayah et al., 2010). However, there is a low-level of actual purchase behaviour in Malaysia. Although EEV such as hybrid car sales increased year by year, hybrid car only took up three percent (from 2008, approximately fifty thousand units sold)

of market share in the automotive industry. While others ASEAN partner such as Thailand, the ASEAN automotive market leader, 37,530 units of hybrid car registered. However, Malaysia only sold 18,967 units hybrid car in 2013 (Malaysia Automotive Association, 2014, Mohamed, 2015). On the other hands, in contrast to the western countries, especially in the US market, hybrid car was available for more than 15 years, in 2004; the hybrid car sales was at 88,000 units. For the year 2013, 36,155 units of hybrid car sold in the US (des Constructeurs d'Automobiles, 2016).

Malaysia Automotive Association (2017) projected approximately 6 million units will be sold in ASEAN in 2020. Hence, Malaysia must begin to introduce to attract potential initiatives to meet catalyst local automotive industry by introducing few initiatives. One of the initiative is promoting and cultivating Malaysia as the regional hub for Energy Efficient Vehicles (EEV) through strategic investments and adaptation of high technology for domestic market and to penetrate regional and global markets by 2020.

Malaysia aims to simultaneously promote investments in green automotive technologies and continuously develop local automotive industry toward futuristic technology such as lower fuel consumption and lower carbon emission. The automotive industry is moving towards bring down the environmental degradation from energy consumption and moderating the effects of global warming. Therefore, few policies to encourage EEV movement in the industry had been launched. One of the policies is motor vehicle energy labelling standard in Malaysia.

Besides that, international technical benchmarking for EEV had been develop and regulated over the year based on few developed countries (i.e Europe, United States of America, China, Japan, South Korea, Thailand and Taiwan. By establishing this benchmarking, Malaysia can ensure continuous investment for developing new technology in the local market. The employment of EEV in local market is based on fuel consumption specification according to the segment and kerb weight (Malaysia Automotive Association, 2014).

## **5. Conclusion**

Despites the blooming rate of environmental degradation, automakers have started to take action in reducing carbon emission that is highly related to this industry. New Many innovations in EEV may change the future of this industry. However, current study by Majláth (2016), Budinsky and Bryant (2013) has showed that some automakers are taking advantage of this issue as an opportunity to mislead their consumers in purchasing green vehicles with unclear and unverified ecological status. Ministry of International Trade and Industry had launched NAP 2014 as a guidance in identifying any EEV as an authentic green vehicle. NAP 2014 is designed based on the international benchmark. Based on the current market trend, Malaysian consumers had started to adopt the idea of EEV. In 2016, the newly launched Perodua Bezza had been declared as the first bestselling model in the A segment since its launch in July 2016 (Lye, 2017)

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## **Pandangan Cendekiawan Zakat di Malaysia terhadap Pembiayaan Mikro Kredit daripada Dana Zakat**

**Muhammad Anas Ibrahim**

Pusat Pengajian Sains Kemasyarakatan, Universiti Sains Malaysia

Email of corresponding author: kwafid@gmail.com

Kertas kerja ini bertujuan mengenal pasti dan menganalisis pandangan cendekiawan zakat di Malaysia terhadap pembiayaan mikro kredit daripada dana zakat. Persoalannya, apakah akan dibenarkan penggunaan dana zakat untuk pembiayaan mikro kepada golongan usahawan asnaf kerana zakat adalah pindah milik dana zakat kepada asnaf? Apatah lagi ia dilakukan dalam bentuk qardul hasan dan mudarabah. Dapatan menggunakan kaedah temu mendalam dan analisis kandungan yang merangkumi latar belakang responden dan pandangan serta alasan. Dapatan analisis juga mempamerkan responden menerima kaedah agihan dana zakat dengan cara pembiayaan mikro kepada usahawan asnaf. Ini bagi memastikan perniagaan usahawan asnaf tidak terhenti setakat itu sahaja, bahkan boleh berkembang sehingga mampu mereka mengeluarkan diri daripada asnaf dan menjadi pengeluar zakat.

**Kata Kunci:** *Agihan zakat, Pembiayaan Mikro, Mekanisme Pembiayaan mikro*

### **1.1 PENDAHULUAN**

Kemiskinan yang berlaku di Malaysia berpunca daripada pengagihan kekayaan yang tidak seimbang. Ini kerana keutamaan pembiayaan diberikan kepada golongan yang kaya dalam urusan pembiayaan dan pinjaman daripada institusi kewangan. Hal ini, mereka dapat memenuhi kriteria yang ditetapkan oleh institusi kewangan (Muhammad Hisyam Mohamad, 2008).

Sebaliknya, golongan yang miskin terus diabaikan. Mereka akan berhadapan dengan pelbagai rintangan untuk mendapatkan kelulusan pembiayaan oleh institusi kewangan. Puncanya, golongan ini diabaikan disebabkan tiada aset yang boleh dicagarkan sebagai jaminan sesuatu pembiayaan atau pinjaman (Nurul Ilyana Muhd Adnan, 2015). Sedangkan usahawan kecil memerlukan modal permulaan bagi memulakan perniagaan. Pada peringkat yang seterusnya, mereka memerlukan modal tambahan untuk mengembangkan usahawan mereka.

Terdapat institusi menyalurkan pembiayaan seperti Majlis Agama Islam Wilayah Persekutuan (MAIWP) memberikan bantuan modal daripada RM5,000 sehingga RM50,000 untuk pembiayaan kali pertama. Tetapi pembiayaan yang kurang daripada RM5,000 ke bawah adalah perniagaan kecil-kecilan. (Rosbi Abd.Rahman, Sanep Ahmad dan Hairunnizam Wahid, 2008). Pembiayaan ini diberikan secara percuma tanpa perlu pembayaran balik.

Walaupun begitu, kebanyakan pembiayaan perniagaan tanpa bayaran semula seringkali berlaku kegagalan berbanding pembiayaan mikro (Rosbi Ab.Rahman, Sanep Ahmad, Hairunnizam, 2008). Punca kegagalan pembiayaan secara percuma disebabkan anggapan bahawa jika berlaku kerugian tidak menimbulkan sebarang masalah. Tiada cagaran aset yang dicagarkan akan hilang. Menjadikan mereka tiada komitmen untuk memajukan perniagaan dan berakhir dengan kegagalan iaitu dengan kerugian (Nurul Ilyana Muhd Adnan, 2015). Tambahan pula, mereka beranggapan pembiayaan daripada institusi zakat merupakan sumbangan ihsan kepada golongan asnaf (Rosbi Abd.Rahman, Sanep Ahmad, Hairunnizam Wahid, 2008). Sedangkan, tujuan utama zakat adalah untuk mengeluarkan golongan asnaf daripada kepompong kemiskinan dan membina sumber ekonomi kepada asnaf. Bagi menjadikan mereka bukan lagi penerima zakat bahkan menjadikan mereka pengeluar zakat.

Cabaran yang dihadapi oleh usahawan asnaf pada masa kini antaranya ketiadaan cagaran dan jaminan bagi memenuhi syarat pembiayaan daripada institusi pembiayaan (Jumaat Abd Meon, Ahmad Rafli Che

Omar, Zaimah Darawi & Hamdino Hamdan, 2012). Sedangkan institusi kerajaan seperti Majlis Amanah Rakyat (MARA) memerlukan cagaran bagi mengeluarkan pembiayaan kepada usahawan-usahawan yang memerlukan (Majlis Amanah Rakyat, 2016). Namun, rata-rata usahawan asnaf merupakan perniagaan yang kecil serta tidak mempunyai aset dan pengurusan kewangan yang lengkap untuk melakukan cagaran. Selain itu, persepsi negatif sering kali terhadap usahawan mikro oleh kebanyakan institusi kewangan yang enggan menjadikan pembiayaan berbentuk ekuiti terhadap mereka. Pihak institusi kewangan juga sering beranggapan usahawan mikro sebagai peminjam yang berisiko. Pada kebanyakan pinjaman yang disalurkan kepada usahawan-usahawan tersebut berlaku sukar untuk pembayaran semula berbanding perusahaan besar yang menjamin pembayaran balik (Zuhaira Samsudin & Ab Mumin Ab Ghani, 2015).

## 1.2 HUKUM PEMBIAYAAN MIKRO DARIPADA DANA ZAKAT

Tujuan agihan zakat adalah memberikan kehidupan yang sempurna kepada asnaf (Aminah Hamadah & Faiezah Hamu, t.t). Ia termasuklah kaedah agihan dalam bentuk pembiayaan mikro yang mempunyai kemampuan untuk mencapai hak seseorang individu bagi melengkapi maqasid syariah.

Kaedah meletakkan keharusan dalam melaksanakan pembiayaan mikro daripada dana zakat berdasarkan kepada nas al-Qur'an dan Hadith serta disokong dengan *qias* dan *ijtihad* para ulama silam dan kontemporari.

Dalam sub-topik ini memisahkan kepada tiga perbincangan. Pertama, pemahaman al-Qur'an dan Hadith berdasarkan kepada bahasa (*Lughawi*) dan sebab (*'Illahl*). Kedua, perbincangan berdasarkan *maslahah* dan *maqasid syariah*.

### 1.2.1 Pemahaman Al-Quran dan Hadith

Kefahaman pada nas yang terdiri daripada al-Qur'an dan Hadith boleh melalui *lughawi* atau *illah*. Ia disebabkan nas tersebut bersifat jelas yang mudah difahami hukumnya atau tidak.

Memahami nas ini secara *lughawi* secara maksudnya adalah memahami melalui zahir ayat atau maknanya tanpa perlu kepada penaksiran yang mendalam. Dan adapun, 'Ilah pula membawa maksud sifat yang jelas dan konsisten dengan mensabitkan hukum keatasnya atau sesuatu yang patut menjadi matlamat penetapan hukum tersebut dapat dicapai. Namun, '*illah* boleh berubah disebabkan oleh faktor-faktor semasa. Hal ini akan berlaku apabila ketiadaan nas daripada al-Qur'an dan Hadith yang menjelaskan secara mendalam.

Pandangan ini adalah menentukan perubahan sesuatu hukum itu berdasar kepada keadaan semasa kerana dalam bab feqh sesuatu itu akan berubah pada keadaan dan masa dan ia tidaklah tetap seperti dalam hal aqidah. Jika kutipan itu banyak maka agihan juga akan lebih. Jika berlakunya kutipan sedikit maka dilihat kepada golongan yang ada ketika tu yang paling memerlukan untuk mengeluarkan daripada kemiskinan.

Dalil al-Quran dalam surah at-Taubah yang menjelaskan kalimah " *للفقراء والمساكين* ". seorang tokoh agama menjelaskan secara bahasa seperti berikut:

"pemberian zakat diutamakan kepada fakir dan miskin seperti yang jelas dalam al-Qur'an "

" *للفقراء والمساكين* " yang menyebut fakir dan miskin terlebih dahulu"

Pandangan beliau boleh disabitkan dengan satu Hadith yang diriwayatkan oleh Ibnu Abbas (رضي الله عنهما) yang menyebut:

"عن ابن عباس رضي الله عنهما: أن النبي صلى الله عليه وسلم بعث معاذًا إلى اليمن - فذكر الحديث - وفيه

(( ان الله قد افترض عليهم صدقة في اموالهم تؤخذ من اغنيائهم , فتترد في فقرائهم ))"

Maksudnya;" Daripada Ibnu Abbas Ra huma: Bahasanya Nabis SAW telah mengutuskan Muaz ke Yaman- maka telah dalam sebuah Hadith- an padanya (( Bahawasanya Allah telah

memfardukan ke atas mereka Zakat yang diambil daripada harta orang-orang kaya di kalangan mereka, dan dikembalikan kepada orang-orang di kalangan mereka))” (Bukhari no.1485)

Penjelasan Hadith ini menggambarkan memadai harta zakat itu diberikan kepada satu golongan sahaja iaitu golongan yang fakir dan juga termasuk golongan miskin. Hal ini disebabkan dibolehkan golongan miskin menerima zakat adalah fakir lebih diutamakan apatah kalau golongan miskin juga sebahagian daripada kemiskinan (Muhammad Ismail al-San’ani, 1999).

### 1.3 KONTRAK PEMBIAYAAN MIKRO YANG BERSESUAIAN KEPADA USAHAWAN ASNAF

Keutamaan dalam dana zakat dalam pengagihan zakat adalah tertumpu kepada golongan fakir dan miskin (Sulaiman Naser & Awatif Mohsen, 2011:14). Hal ini merupakan salah satu kaedah atau strategi dalam umum dalam pengagihan dana zakat. Ini di sandarkan kepada ijthad Sayidina Umar R.A seperti berikut:-

إذا أعطيتهم فأغنوا

Bermaksud: “Apabila diberikan dana zakat kepada mereka maka kayakan mereka”

Penyataan di atas adalah kaedah yang memberangsangkan kepada golongan fakir dan miskin supaya agihan zakat dapat mengeluarkan mereka daripada belenggu kemiskinan dan kefakiran. Sehingga disebutkan dalam tujuan utama diadakan institusi zakat seperti berikut:-

لا نعطيهم ليبقى فقيرا فانما ليصبح مزرعيا

Bermaksud: “tidak kita berikan kepada golongan fakir ini untuk mengekalkan kefakiran mereka, sesungguhnya apa yang diberikan untuk menjadikan mereka sebagai pengeluar zakat”

Maka menurut Sulaiman Naser & Awatif Mohsen (2011:14), sebagai fokus ke atas pandangan membina sesebuah institusi zakat supaya agihan mesti berbentuk mengeluarkan golongan asnaf ini daripada penerima zakat. Namun, diberikan zakat ini sehingga mencukupi keperluan mereka bahkan diberikan sehingga menjadikan mereka pengeluar zakat.

Oleh itu, pembiayaan mikro yang dilakukan kepada golongan usahawan asnaf yang berpotensi dibantu bukan sahaja sekadar bantuan modal hanya mampu untuk memulakan perniagaan sahaja tetapi diberikan dana tambahan daripada pembiayaan mikro supaya dapat mengembangkan perniagaan daripada perniagaan sara diri kepada perniagaan yang mempunyai keuntungan yang mampu mengeluarkan mereka daripada status asnaf.

Justeru, penyelidik mendapatkan pandangan daripada cendekiawan zakat di Malaysia terhadap tiga jenis kontrak atau akad iaitu *murabahah*, *qardu hassan* dan *mudarabah* bagi tujuan pembiayaan mikro daripada dana zakat.

### 1.4 KESIMPULAN

Hasil daripada perbincangan melihat bahawa agihan zakat dalam bentuk produktif adalah memberikan kesan kepada asnaf. Bukan sahaja membantu asnaf keluar daripada kemiskinan bahkan di kemudian hari menjadi pengeluar zakat. Agihan produktif boleh diumpamakan seperti memberi pancing dan umpan untuk menangkap ikan bukan lagi memberikan ikan. Ini boleh merubah persepsi mereka supaya tidak mengharap dana zakat buat selama-lamanya tetapi ada jalan keluar daripada terus berstatus asnaf.

Selain itu, dari sudut hukum pembiayaan mikro pula adalah harus digunakan daripada dana zakat sebagai masalah kepada golongan fakir dan miskin. Menagihkan dalam bentuk pembiayaan mikro adalah mengelak kerosakan yang lebih besar terutama usahawan asnaf akan terlibat dengan pembiayaan konvensional yang mempunyai unsur riba dalam muamalat tersebut.

Keharusan pembiayaan mikro daripada dana zakat adalah bersandarkan kepada nas al-Qur’an dan Hadith secara bahasa kemudian disandarkan kepada *Athar* iaitu perbuatan daripada sahabat.

Terakhir adalah kontrak yang boleh digunakan dalam pembiayaan mikro mempunyai banyak akad dibenarkan. Ia adalah akad yang tidak ada unsur riba, *tadlis*, dan *gharar*. Namun, dalam perbincangan in penyelidik hanya menyatakan tiga kontrak iaitu *murabahah*, *qardu hasan* dan *mudharabah*. Kontrak tersebut amat sesuai bagi permulaan untuk menjalankan pembiayaan mikro. Tapi kontrak lain juga boleh dilaksanakan berdasarkan persetujuan bersama iaitu di antara pihak institusi zakat dengan usahawan asnaf.

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## **Kawalan Sosial dan Pembentukan Inovasi Keselamatan dalam Kalangan Komuniti Perumahan Kos Rendah di Putatan, Sabah**

**Mohd Atif Johari & Novel Lyndon**

Pusat Pengajian Sosial Pembangunan dan Persekitaran, Fakulti Sains Sosial dan Persekitaran,  
Universiti Kebangsaan Malaysia, Selangor.

Email of corresponding author: Mohd\_Atif1991@yahoo.com

Keberkesanan kawalan sosial formal dan tidak formal yang sedia ada dalam mengawal tahap kesejahteraan komuniti tempatan seringkali dipersoalkan. Hal ini disebabkan, perasaan tidak selamat dan pemahaman mereka tentang kawalan sosial tersebut yang perlu diinovasikan, agar seiring dengan arus perubahan persekitaran sosial dan pemodenan komuniti. Oleh sebab itu, objektif utama kajian ini ialah untuk memahami pandangan dunia komuniti lokal tentang jenis kawalan sosial yang sesuai diwujudkan dan jenis inovasi keselamatan yang telah dibentuk oleh komuniti perumahan kos rendah di Taman Teluk Villa, Putatan Sabah. Kajian ini, menggunakan pendekatan fenomenologi yang berasaskan ontologi idealis dan epistemologi konstruksionis. Kajian ini dijalankan di Daerah Putatan, Sabah. Seramai 20 orang informan telah dipilih dalam kajian ini menggunakan teknik persempelan bukan kebarangkalian iaitu persempelan bertujuan dan bola salji. Data dalam kajian ini dikutip dengan menggunakan teknik temubual mendalam dan perbincangan kumpulan terfokus secara informal. Dapatan kajian mendapati makna rasa selamat, menurut pandangan dunia komuniti lokal ini dibahagikan kepada dua tema utama iaitu nyawa dan kebendaan dan hubungan antara ahli komuniti. Makna selamat berasaskan nyawa terdiri daripada diri sendiri, ahli keluarga, jiran, haiwan peliharaan, harta benda, gangguan orang luar atau asing, kesihatan dan kebersihan dan bencana alam. Seterusnya, makna selamat melibatkan hubungan antara ahli komuniti berasaskan hubungan sosial, nilai moral, kesepaduan sosial dan hubungan bersama agensi kerajaan, swasta dan Pertubuhan Bukan Kerajaan (NGO). Kesimpulannya, kajian mendapati bahawa jenis pekerjaan, pendapatan dan tahap pendidikan mempengaruhi interpretasi pandangan makna rasa selamat dan pembentukan inovasi oleh komuniti lokal.

**Kata Kunci:** Kawalan sosial, Perumahan kos rendah, Makna Rasa selamat, Inovasi Keselamatan

### **1.0 Pengenalan**

Sejak kebelakangan ini, isu-isu jenayah dan keselamatan merupakan isu yang hangat diperkatakan oleh masyarakat di bandar (Ainur Zaireen & Jalaluddin 2010). Hal ini demikian kerana, proses pembandaraan, dilihat semakin rancak membangun dengan adanya Program Transformasi Negara, Model Ekonomi Baru dan pelaksanaan Malaysia Ke-10 yang membawa kemajuan kepada negara Malaysia. Keadaan ini memberi kesan langsung kepada penduduk di dalamnya untuk berhadapan dengan perubahan suasana yang lebih mencabar dan berdaya saing (Mohamad Shaharudin 2012). Pelaku jenayah merupakan antara fenomena permasalahan sosial yang melanda kebanyakan bandar di dunia. Keadaan ini menunjukkan peningkatan dan menimbulkan reaksi kebimbangan pelbagai peringkat lapisan masyarakat sama ada di pihak pemerintah mahupun masyarakat awam (Nor-Ina Kanyo et al. 2015).

Amar Singh Sidhu (2006), kadar jenayah akan meningkat kepada 2.6 peratus setiap tahun melambangkan fenomena ini kian meruncing dan masalah jenayah ini sering dikait dengan kawasan pembandaraan. Keadaan persekitaran sebegini akan mendorong dan mendesak individu untuk melakukan aktiviti jenayah yang melanggar norma-norma kehidupan seperti rompakan, bunuh dan kecurian (Masitah Zulkeoli 2011). Isu keselamatan ini, telah mewujudkan rasa kebimbangan dan tidak selamat penting samada di kawasan bandar mahupun di luar bandar (Mohamad Shaharudin 2012). Di dalam sesebuah komuniti terdapat pelbagai nilai dan norma serta undang-undang yang mengawal

tingkah laku mereka. Keadaan ini dilihat sebagai satu kawalan sosial. Kawalan sosial yang bersifat fungsional dikenakan kepada mereka yang melanggar peraturan yang berpandu kepada devian atau jenis jenayah yang berlaku di sesebuah kawasan tersebut.

Oleh itu, konsep yang digunakan oleh sesebuah komuniti ini dapat mengekalkan tahap keselamatan dan keteraturan sosialnya. Kelangsungan pelaksanaan program komuniti hanya akan berlaku apabila komuniti sasaran meraih pengajaran dan pengalaman sehingga mencetuskan inisiatif dan idea-idea kreatif yang mendorong komuniti diperkasakan (Jamaluddin Mustafa 2007). Menurut Gan Kang Meng (2007), kes jenayah keganasan dan harta benda menjadi perbuatan masyarakat. Kes rompakan atau samun samada menggunakan senjata api atau tidak, paling ditakuti oleh orang ramai kerana bukan sahaja mendatangkan kerugian harta benda malah menyebabkan kehilangan nyawa. Kawasan taman perumahan boleh dikatakan sebagai sasaran atau tumpuan kepada kegiatan jenayah (Mustaqim Yusuf 2012). Keadaan ini akan mengakibatkan kegusaran dan gelisah di kalangan komuniti setempat malah, akan mempengaruhi emosi dan kehidupan fizikal (Ramli Dolah 2003).

## **2.0 Sorotan Karya**

Mohit M.A & Hannan M.H (2012) menjalankan kajian potensi jenayah di perumahan teres Taman Melawati, Kuala Lumpur. Kajian yang dijalankan memperlihatkan kesan reka bentuk fizikal ke atas kejadian jenayah di kawasan perumahan Taman Melati Bandaraya Kuala Lumpur dan kesan alam sekitar yang dibina di atas kemungkinan pengurangan jenayah melalui langkah-langkah perancangan fizikal. Terdapat dua isu dalam kajian ini iaitu keadaan jenayah dalam perumahan sekitar ruang yang terbuka dan keadaan rumah yang selamat tetapi isu kejiranan tidak selamat seperti berlakunya kes ragut. Oleh itu, tujuan kajian adalah untuk mengkaji tahap keselamatan di perumahan kawasan kajian dan mengenalpasti kesan alam sekitar fizikal ke atas jenayah di kawasan itu. Kajian dijalankan menggunakan pendekatan triangulasi iaitu gabungan dua kaedah; kualitatif dan kuantitatif (borang soal selidik dan pemerhatian peribadi). Borang soal selidik mensasarkan 200 unit teres yang berstrata dan dipilih secara rawak. Dua jenis skala telah digunakan untuk mengukur pembolehubah kualitatif iaitu Likert dan Thurston. Dapatan kajian menunjukkan keadaan jenayah di kawasan perumahan Taman Melati mengikut persepsi keselamatan penduduk berada pada keadaan baik untuk kehidupan mereka. Walaubagaimana pun, hasil kajian jelas menunjukkan penduduk yang tinggal di sepanjang jalan utama adalah lebih baik daripada penduduk yang tinggal di sekitar ruang terbuka. Justeru, pengkaji mencadangkan perlunya langkah-langkah pencegahan jenayah memberi tumpuan ke arah mewujudkan kejiranan selamat supaya rumah menjadi selamat juga.

Phil Mason et al. (2013), menjalankan kajian berkaitan pengaruh kadar dan tanggapan jenayah dan keselamatan berjalan di kawasan kejiranan. Kajian menggunakan sampel keratan rentas 3824 orang dewasa British dari 29 kawasan kejiranan di Glasgow, UK. Persepsi beberapa tingkah laku antisosial tempatan yang serius iaitu seperti (mabuk dan pecah rumah) dan perasaan keselamatan peribadi seperti (berasa selamat di rumah dan jika berjalan seorang diri di kawasan tempatan). Kajian juga menunjukkan kepentingan pengurusan tempatan di kawasan kejiranan, dalam mengurangkan masalah gangguan, dan pertumbuhan semula sosial, yang membantu mengukuhkan semangat kemasyarakatan. Terdapat dua kritikan jelas yang boleh dibangkitkan mengenai langkah jenayah. Pertama, jenayah yang dilaporkan data set tidak mengandungi maklumat mengenai jenayah seksual, dimana dilihat mempengaruhi keselamatan dan tingkah laku berjalan, terutamanya di kalangan wanita. Langkah kedua, mengukur jenayah yang diperolehi responden tempatan di kejiranan tersebut.

Nor-Ina (2015) perlakuan jenayah merupakan antara fenomena permasalahan sosial yang melanda kebanyakan bandar di dunia. Permasalahan ini menunjukkan peningkatan dan menimbulkan reaksi kebimbangan pelbagai peringkat lapisan masyarakat sama ada di peringkat pemerintah mahupun



masyarakat awam. Pelbagai pendekatan dan usaha terus dijalankan dalam menanganinya, namun kadar jenayah negara masih kurang berkesan ditangani pada keseluruhannya. Artikel ini mengupas, meneliti dan mengetengahkan beberapa dasar yang telah dilakukan kerajaan Malaysia dalam mengurangkan kadar pelakuan jenayah di negara ini. Penelitian dasar difokuskan kepada penubuhan Yayasan Pencegahan Jenayah Malaysia atau Malaysia Crime Prevention Foundation (MCPF) pada 1993 dan terbentuknya Program Tranformasi Kerajaan (GTP) yang berprinsipkan "Rakyat Didahulukan, Pencapaian Diutamakan" dan menjadi landasan pembentukan National Key Result Area (NKRA) atau Bidang Keberhasilan Utama Negara. Hasil tinjauan menunjukkan dasar pengurangan jenayah telah berjaya dalam membendung permasalahan jenayah negara secara keseluruhannya. Dapat disimpulkan bahawa kepelbagaian pendekatan dalam usaha pengurangan masalah pelakuan jenayah di Malaysia telah meningkatkan imej Malaysia sebagai antara negara yang diiktiraf di peringkat global sebagai paling selamat dan aman.

Menurut, Puspitawati (2009), struktur sosial terhasil daripada norma tingkahlaku individu-individu yang mempunyai kepelbagaian ras, etnik, adat dan agama yang akhirnya mencetuskan pola hubungan dalam kelompok masyarakat yang lebih besar sehingga mampu membentuk asas struktur hubungan sosial dari persaudaraan (kinship) kepada sistem stratifikasi sosioekonomi. Sosiologis Ferdinand Tonnies menterjemahkan Gemeninschaft bertukar menjadi Gesellschaft dalam konteks hubungan ini. Proses pembandaraan memberi kesan terhadap struktur sosial sehingga menjejaskan keakraban antara rakan dan jiran tetangga yang diamalkan oleh masyarakat tradisional. Sebaliknya kawasan Bandar mula dipenuhi dengan wajah-wajah individulistik ekoran kurangnya proses interaksi sosial antara manusia.

Jabatan Perpaduan Negara Dan Integrasi Nasional Negeri Kelantan, 2011, memperkenalkan satu projek inovasi system 'AMARAN' kepada komuniti (Kawasan Rukun Tetangga/ Kawasan Perumahan Awam/ penduduk di tepi sungai atau kawasan berbukit/ Pekan/ Bandar) sebagai satu sistem maklumat awal sebarang kemungkinan samada kes-kes jenayah, bencana alam, kemalangan atau sebagainya untuk tindakan awal atau mengelakkan dari sebarang kejadian yang tidak diingini. Selain itu, merupakan salah satu sistem alternatif dari sistem yang sedia ada ditambahbaik sesuai dengan kepenggunaan semasa di era sains dan teknologi moden. Melalui laporan inovasi yang telah disediakan, tujuan system ini adalah untuk membina satu sistem alternatif tanda amaran kepada komuniti supaya dapat mengurangkan indek jenayah atau kemalangan jiwa akibat daripada bencana. Pelaksanaan projek inovasi ini dipasang pada tempat yang boleh menarik perhatian komuniti seperti di pondok atau Pusat Aktiviti Rukun Tetangga, Balai Raya, Surau atau Masjid, Pusat Beli Belah atau pun tempat-tempat tumpuan orang ramai ([www.habinovasi.mampu.gov.my](http://www.habinovasi.mampu.gov.my)).

### **3.0 Metodologikal Kajian**

Kajian ini adalah berbentuk kualitatif. Kajian ini juga, menggunakan teori kawalan sosial oleh Travis Hirschi 1969. Juga, kajian ini menggunakan pendekatan fenomologi diskriptif untuk memahami pengalaman individu atau komuniti yang dikaji. Keutamaan penggunaan penyelidikan fenomologi ini adalah untuk mendalami dan mendeskripsikan pengalaman kehidupan seharian mereka semasa di temubual oleh pengkaji (Struesbert & Carpenter, 1999, Poerwandari, 2005 dalam Ani Wijayanti 2014). Pendekatan ini digunakan kerana informan di Taman Teluk Villa merupakan komuniti atau kumpulan yang mengalami perkara sama dalam mengawal keselamatan. Kajian ini melibatkan proses interptasi terhadap pengalaman, reaksi dan tingkahlaku aktor sosial yang melibatkan proses interaksi sosial dalam dunia mereka. Temubual dengan responden akan dijalankan dalam keadaan informal iaitu melalui perbualan dan penceritaan. Data juga turut dikutip dengan menggunakan perbincangan kumpulan terfokus "Focus Group Discussions" (FGD) antara kumpulan pihak-pihak berkepentingan dan komuniti sasaran.

### 3.1 Persempelan

Populasi kajian ini terdiri daripada komuniti perumahan kos rendah Taman Teluk Villa, Polis Diraja Malaysia, Rukun Tetangga, NGO dan Jabatan Perpaduan Negara Dan Integrasi Nasional Negeri Sabah (JPNIN). Kaedah persempelan bukan kebarangkalian (*non-probability*) yang terdiri daripada persempelan bertujuan dan rantai bola salji (*snowball*). Pengutipan data dalam kajian ini adalah melalui teknik temubual secara mendalam (*indepth interview*). Bagi persempelan bertujuan, seramai 12 orang informan telah dipilih. menggunakan kriteria-kriteria tertentu. Ciri-ciri yang akan dipilih adalah seperti berikut: penduduk perumahan Taman Teluk Villa, ahli KRT, ahli SRS, dan penduduk perumahan Taman Teluk Villa yang pernah menjadi mangsa jenayah.

### 4.0 Dapatan dan Perbincangan

Berdasarkan data yang diperoleh di jadual 1, menunjukkan pandangan komuniti lokal berkaitan makna rasa selamat ini terbahagi kepada dua iaitu makna selamat adalah nyawa dan kebendaan dan makna selamat adalah hubungan komuniti. Makna selamat berasaskan nyawa dan kebendaan terdiri daripada nyawa diri sendiri, ahli keluarga, jiran, haiwan peliharaan dan keselamatan harta benda. Seterusnya, makna selamat melibatkan hubungan antara ahli komuniti adalah berasaskan kesepaduan sosial antara ahli komuniti di kawasan perumahan tersebut dan hubungan yang baik dengan agensi kerajaan yang bertanggungjawab dengan keselamatan mereka. Perasaan selamat yang digambarkan oleh informan juga melibatkan kes-kes jenayah yang berlaku di kawasan perumahan mereka seperti jenayah kekerasan dan jenayah harta benda. Keadaan ini mewujudkan perasaan bimbang mereka terhadap tahap keselamatan diri sendiri, keluarga dan harta benda. Demikian selari dengan teori kawalan sosial dimana tumpuan komuniti untuk meningkatkan strategi mengawal tingkah laku manusia yang membawa kepada kepatuhan kepada peraturan masyarakat. Demikian, pendekatan komuniti Taman Teluk Villa, ini selari dalam mendidik, membimbing dan berfungsi secara universal untuk mengawal tingkahlaku masyarakat sekeliling disamping bekerjasama dengan pihak PDRM untuk memperkukuhkan pematuhan dari segi undang-undang.

**Jadual 1: Makna Rasa Selamat**

Bil	Makna Selamat adalah Nyawa dan Kebendaan	Makna Selamat adalah Hubungan Komuniti
1	Diri Sendiri	Hubungan Sosial
2	Ahli Keluarga	Tolong – Menolong
3	Jiran	Kerjasama
4	Haiwan Peliharaan	Semangat 1 Malaysia (Perpaduan Kaum)
5	Harta Benda	Jalinan bersama Agensi Kerajaan / Swasta / NGO
6	Gangguan Orang Luar/ Asing	
7	Kesihatan dan Kebersihan	
8	Bencana Alam	

**Sumber: Kajian Lapangan 2016**

## 5.0 Kesimpulan

Pandangan komuniti Taman Teluk Villa yang tinggal menetap berkaitan makna rasa selamat adalah berlainan berbanding tempat lain. Hal ini demikian kerana, melalui data diperolehi, makna rasa selamat dibahagikan kepada dua jenis iaitu nyawa dan kebendaan dan hubungan komuniti. Keadaan ini dilihat selari dengan teori kawalan sosial serta konsep yang diketengahkan iaitu konsep sosial dan intraksi sosial. Menurut Saifuddin (2013), interaksi sosial ini melibatkan tingkahlaku dan mempengaruhi fikiran individu kepada individu yang lain dalam pelbagai situasi. Bagi Rokiah Ismail (2002) mengatakan bahawa jalinan hubungan sosial adalah dipengaruhi oleh empat unsur iaitu kebudayaan, biologi, pengalaman dan ketidakpastian. Manakala, Norazman (2010) hubungan sosial wujud berdasarkan kepada persaudaraan, persahabatan dan kejiranan. Keadaan ini, telah berlaku di kawasan kajian dimana, mereka bersama-sama menjadi dinamik dalam pengurusan meningkatkan kawalan keselamatan di kawasan perumahan mereka. Seterusnya, pendekatan (3P) iaitu pekerjaan, Pendidikan dan pendidikan jugamemaikan peranan dan memberi kesan berbeza terhadap komuniti dalam interpretasi makna selamat di sesuatu kawasan.

## 2.1 Penghargaan

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## 2.2 Rujukan

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## Kerangka Konseptual Penghayatan Ibadah Maliyah Mahasiswa Islam

Ahmad Ridwan Osman @ Hussin, Zaharah Hussin & Abdul Muhsin Sulaiman

Fakulti Pendidikan, Universiti Malaya

Email of corresponding author: osmanridwan77@gmail.com

### Abstrak

Artikel ini bertujuan memaparkan sorotan literatur yang dikumpul bagi membentuk kerangka konseptual penghayatan *ibadah maliyah*. Semua perbuatan, amalan serta kegiatan dalam ibadah Islam itu terbahagi kepada lima bentuk iaitu ibadah *qawliyyah*, *jismiyyah*, *maliyyah*, *qawliyyah* dan *jismiyyah* dan *qawliyyah*, *jismiyyah* dan *maliyyah*. Di dalam kajian ini *ibadah maliyah* merujuk kepada pelaksanaan ibadah yang melibatkan harta yang dikhususkan kepada amalan bersedekah. Teori Tingkah laku Terancang yang diwakili oleh sikap, norma subjektif dan kawalan tingkah laku mendasari kerangka konsep ini. Dimensi penghayatan agama sangat disarankan di dalam banyak literatur untuk melengkapi model ini, justeru pengkaji memilih penguasaan ilmu pengetahuan agama dan hubungan emosi (terhadap) agama dan sosialisasi agama ibu bapa digunakan sebagai asas pembentukan kerangka konseptual ini kerana ia menjelaskan sebab kepada tingkah laku keagamaan. Kekuatan pembentukan kerangka konseptual ini ialah penekanan terhadap horizon Islam. Penguasaan ilmu pengetahuan merujuk kepada pemahaman terhadap isi kandungan Al-Quran, Sunnah dan Sirah Rasulullah, manakala hubungan emosi bermaksud hubungan yang rapat dengan Allah.

Kata Kunci: Penghayatan *ibadah maliyah*, teori tingkah laku terancang, penguasaan ilmu agama, hubungan emosi, sosialisasi agama ibu bapa

### Pendahuluan

Falsafah Pendidikan Kebangsaan menjelaskan bahawa potensi individu pelajar yang hendak dibangunkan perlu berlandaskan kepada penghayatan dan kepatuhan kepada agama. Justeru segala aspek kepercayaan, amalan dan keperibadian di dalam diri pelajar perlu diisi bagi memenuhi matlamat penghayatan agama. Individu Muslim dapat dilahirkan apabila amal ibadah diberi keutamaan seperti disebut di dalam banyak ayat Al-Quran antaranya: (bermaksud)

*Sesiapa yang beramal soleh, dari lelaki atau perempuan, sedang dia beriman, maka sesungguhnya Kami akan menghidupkan dia dengan kehidupan yang baik dan sesungguhnya kami akan membalas mereka, dengan memberikan pahala yang lebih dari apa yang mereka telah kerjakan.*

(An-Nahl: 97)

Kajian Dzuhaulmi, Krauss, Azimi dan Abdul Hadi (2014) terhadap belia berbilang kaum mendapati bagi item menjadi sukarelawan masjid/ aktiviti agama pada skor min yang sangat rendah iaitu 1.86. Dilaporkan juga sikap menderma remaja berada pada tahap tidak memberangsangkan, hanya lapan orang daripada 30 orang yang menderma dengan sangat kerap apabila kutipan derma amal dijalankan (Fariza & Salahudin, 2015). Kebajikan dari aspek kesukarelawanan dan menderma wang memberi gambaran bahawa penghayatan amal ibadah berada pada tahap yang kurang memuaskan. *Penghayatan amal ibadah maliyah seperti amalan bersedekah sangat penting diterapkan dalam kalangan generasi muda kerana ia dapat mendidik sikap kesyukuran kepada Allah serta kesederhanaan dan belas kasihan sesama manusia (Bensaid dan Grine, 2013). Fokus kepada generasi muda di dalam kajian ini juga penting bagi memberi galakan amalan bersedekah sepanjang hayat selari dengan kajian terdahulu yang menyarankan bahawa pengalaman bersedekah semasa muda akan diterjemahkan kepada amalan bersedekah pada usia dewasa.* (Hart, Donnelly, Youniss, & Atkins, 2007; Metz, McLellan, & Youniss 2003).

Derma awam sangat diperlukan bagi membantu golongan yang memerlukan. Lebih-lebih lagi di dalam

era di mana pembiayaan kerajaan sangat terhad. Usaha kebajikan kewangan memerlukan pemahaman tingkah laku penderma (Eng Ling, 2012). Walau bagaimanapun, kajian tingkah laku penderma dan niat khusus untuk menderma wang tidak diteroka secara meluas (Knowles, Hyde, & White, 2012). Memahami motivasi dan niat untuk menderma wang adalah bertujuan untuk membangunkan aspek penghayatan ibadah dan upaya pendidikan yang berkesan. Justeru, kajian ini mengkhusus kepada amalan bersedekah dalam kalangan mahasiswa. Pembentukan model *ibadah maliyah* dapat melihat faktor yang perlu diberi penekanan terhadap dorongan bersedekah dalam kalangan mahasiswa.

### **Ibadah Maliyah**

Semua perbuatan, amalan serta kegiatan dalam ibadah Islam itu boleh dibahagikan kepada lima bentuk iaitu ibadah *qawliyyah*, *jismiyyah*, *maliyyah*, *qawliyyah* dan *jismiyyah* dan *qawliyyah*, *jismiyyah* dan *maliyyah*. *Ibadah maliyah* diklasifikasikan sebagai pelaksanaan ibadah yang melibatkan harta. Terdapat tiga mekanisma utama dalam melakukan *ibadah maliyah* di dalam Islam iaitu zakat, waqf (endowment) dan sadaqa (bersedekah). Mekanisme itu menggalakkan kedermawanan kerana ibadah maliyah adalah asas kepada kemakmuran sosial.

### **Teori Tingkah Laku Terancang/ *Theory of Planned Behaviour* (TPB)**

Tingkah laku individu merupakan proses yang berasaskan rasional, di mana elemen seperti sikap, norma subjektif dan kawalan tingkah laku mempengaruhi individu membuat keputusan. TPB mencadangkan pengaruh elemen-elemen yang menjelaskan sesuatu tingkah laku bagi menggambarkan niat untuk bersikap dengan cara yang tertentu. Para penyelidik yang mengkaji TPB telah mendapati bahawa sikap, norma subjektif dan kawalan tingkah laku menyebabkan 40-50 peratus varian terhadap niat untuk melakukan (Armitage dan Conner, 2001). Model TPB telah diguna pakai secara meluas oleh pengkaji sains tingkah laku berdasarkan keupayaannya meramal. TPB bukan sekadar menjelaskan niat bertingkah laku secara terus tetapi menjelaskan sebab dan kepercayaan yang berkaitan dengan sesuatu tindakan. Model ini telah diuji di dalam pelbagai konteks untuk meramalkan tingkah laku menderma (Konkoly dan Perloff, 1990). Tingkah laku menderma wang telah di ramal melalui aplikasi TPB (Okun dan Sloane, 2002). Terdapat juga penggunaan *extended-TPB* sebagai sumbangan kepada pengembangan teori di dalam kajian niat dan tingkah laku untuk menderma (Knowles, Hyde, & White, 2012; Smith dan McSweeney, 2007).

### **Sikap, Norma Subjektif dan Kawalan Tingkah Laku**

Sikap terhadap tingkah laku disebut sebagai perasaan positif atau negatif seseorang individu (kesan penilaian) terhadap tahap tingkah laku yang dikenalpasti (Fishbein & Ajzen, 1975 di dalam Ajzen 1991). Menurut Ajzen (1991), sikap terhadap tingkah laku secara umumnya memberi kesan terhadap niat lebih daripada dimensi norma subjektif dan kawalan tingkah laku. Lebih-lebih lagi, dimensi sikap bergantung kepada *individual salient beliefs* (kepercayaan utama individu) (Conner & Armitage, 1998). Norma subjektif adalah pengaruh sosial yang dilihat sama ada berperanan mendorong untuk melakukan ataupun tidak melakukan sesuatu tingkah laku. Dapat diandaikan bahawa norma subjektif ditentukan oleh kepercayaan normatif (Ajzen, 1991). Kawalan tingkah laku merujuk kepada persepsi orang terhadap keupayaan mereka untuk melakukan tingkah laku.

### **Kajian Lepas**

Sorotan terhadap isu yang berkaitan menunjukkan TPB telah berjaya diterapkan dalam banyak bidang kajian termasuk dalam tingkah laku menderma (Linden, 2011; Saad, 2010; Bidin, 2008; Smith & Mcsweeney, 2007). Walau bagaimanapun, sangat sedikit kajian yang difokuskan pada tingkah laku amalan bersedekah yang spesifik merujuk kepada komuniti Islam

Dalam konteks tingkah laku menderma, selain Kashif dan De Run (2015) yang menjalankan kajian kepada responden masyarakat awam dengan menggunakan *extended-TPB*, Knowles, Hyde & White

(2012) juga menggunakan TPB untuk meramalkan niat orang muda untuk mendermakan wang kepada badan amal di Australia. Begitu juga, Linden (2011) memperluaskan konstruk TPB untuk menguji pengaruh enam pemboleh ubah sosial-psikologi iaitu; sikap, persif kawalan tingkahlaku, norma preskriptif, norma deskriptif, norma moral dan tingkah laku masa lalu mengenai hasrat individu untuk menderma untuk tujuan amal di United Kingdom. Sementara Smith dan Mcsweeney, (2007) menggunakan model TPB semakan semula untuk menentukan pengaruh sikap, norma (injuntif, deskriptif dan norma moral), kawalan tingkah laku, dan tingkah laku masa lalu mengenai niat untuk mendermakan wang kepada organisasi kebajikan di Australia.

Dalam kajian tingkah laku zakat di Malaysia, Sapinngi et al. (2011) mengkaji niat *muzakki* untuk membayar zakat pekerjaan di kalangan kakitangan akademik di universiti awam dan swasta di Malaysia. Saad (2010), mengkaji faktor-faktor yang mempengaruhi tingkah laku pematuhan terhadap zakat perniagaan. Dengan menggunakan teori tingkah laku terancang, kajian itu mengenal pasti bahawa niat dan tingkah laku pematuhan dalam persekitaran zakat perniagaan. Begitu juga Bidin (2008) menggunakan teori tingkah laku terancang sebagai teori asas dalam menentukan tingkah laku kepatuhan membayar zakat pendapatan.

#### Dimensi Religiositi

Penghayatan agama memainkan peranan utama di dalam menentukan sesuatu tingkah laku ibadah seperti amalan bersedekah dilakukan. Justeru model ini akan memasukkan aspek religiositi yang kurang di sentuh di dalam kajian-kajian lepas. Banyak kajian mencadangkan dimensi religiositi sebagai pelengkap kepada teori tingkah laku terancang ini. Iannaccone (1997) di dalam membicarakan *religious giving* meletakkan komitmen kepada kehadiran ke tempat ibadah sebagai faktor penting di dalam amalan menderma. Beliau juga mencadangkan modal keagamaan seperti penguasaan ilmu agama dan pengalaman beragama sebagai faktor komitmen kepada tingkah laku beragama (Iannaccone, 1990, Iannaccone & Klick 2003). Kashif dan De Run (2015), Kashif Syamsulang & Azizah, (2015) menyarankan supaya aspek religiositi dibincangkan bagi mengambil kira faktor tingkah laku amalan bersedekah. Bensaid dan Grine (2013) menyorot aspek etika dan kerohanian di dalam amalan sedekah seperti pegangan agama, undang-undang dan kemoralan. Muhammad Muda et al (2006), Nur Barizah & Hafiz Majdi, (2010) di dalam kajian berkaitan faktor pembayaran zakat tidak menafikan keutamaan faktor kepatuhan agama sebagai penyebab orang Islam membayar zakat. Di samping itu kajian mereka menekankan mencadangkan penguasaan pengetahuan agama sebagai aspek yang perlu diberi perhatian. Manakala Amirul Faiz (2012) menyarankan kepuasaan agama sebagai peramal kepada aktiviti waqaf tunai. Dimensi agama dilihat menjadi peramal yang penting di dalam tingkah laku agama (El-Menouar, 2014) terutama di dalam amalan bersedekah. Beberapa aspek yang wajar dimasukkan ke dalam model ini ialah **penguasaan ilmu agama** dan **hubungan emosi** terhadap agama dan Pencipta (Finke, 2004; Finke & Dougherty, 2002) manakala aspek psikososial yang dicadangkan oleh Knowles, Hyde & White (2012) dan modal kemanusiaan dan modal sosial saranan Mesch, Rooney, Steinberg & Denton (2006) menunjukkan konsep **sosialisasi agama ibu bapa** sangat sesuai meramalkan tingkah laku agama (Corcoran 2012; Granqvist & Hagekull, 1999)

#### Penguasaan Ilmu Agama (Faqih fi Ad-din)

Ilmu Pengetahuan agama merujuk kepada pengetahuan tentang Islam secara umum, pengetahuan terhadap isikandungan Al-Quran dan pengetahuan terhadap sirah dan sunnah Rasulullah. (El-Menour 2014). Konsep ini bertepatan dengan Hadis daripada Muawiyah yang bermaksud :

*Barangsiapa dikehendaki baginya kebaikan oleh Allah, Maka Dia akan memberikan pemahaman agama kepadanya."*  
[Shahih Bukhari: 71 dan Shahih Muslim: 1037]

#### Hubungan Emosi (Ihsan)

Hubungan emosi telah ditakrifkan oleh Glock (1969) dan Stark (1965) sebagai hubungan rapat yang terbina kerana pengalaman di dalam agama. Di dalam kajian ini ia didefinisikan sebagai hubungan yang rapat dengan Allah sehingga seakan dapat berkomunikasi denganNya (Waardenburg 2002). Hadis yang

masyhur [HR Muslim, no. 8 di dalam Syarah An-Nawawi] merekodkan hubungan ini sebagai salah satu dimensi (perihal berkaitan) agama Islam yang disebut Ihsan. Ia merupakan akhlak baik dan amal ibadah yang di dasari dengan mempersaksikan Allah berada dekat (Al-Nawawi: 2000).

#### Sosialisasi Agama Ibu Bapa

Sosialisasi agama ibu bapa didefinisikan sebagai proses pemindahan nilai-nilai, kepercayaan dan amalan-amalan keagamaan oleh ibu bapa kepada anak-anak (Granqvist and Hagekull 1999). Hubungan penghayatan amalan agama dan sosialisasi ibu bapa dapat dilihat daripada beberapa aspek, antaranya persediaan ibu bapa melengkapkan diri dengan ilmu agama (Henderson, Uecker & Stroope, 2016), penerapan elemen penghayatan agama di dalam cara mendidik (Rohana dan Norhasni, 2013; Gunnoe, Hetherington & Reiss, 1999) dan pemindahan aspek keagamaan kepada anak-anak (Siti Raba'ah, Turiman, Azimi & Ezhar, 2014; Krauss, 2014; Krauss & Ortega, 2013).

#### Kerangka Konseptual

Kerangka konseptual kajian ini adalah berdasarkan Teori Tingkah Laku Terancang/ *Theory of Planned Behaviour* (Ajzen, 1985). Teori ini didasari oleh tiga konstruk iaitu sikap, norma subjektif dan kawalan tingkah laku. Kajian ini cuba memasukkan tiga konstruk baru mewakili dimensi religiositi iaitu Penguasaan Ilmu Agama, Hubungan Emosi dan Sosialisasi Agama Ibu Bapa ( Rajah 1.1)

#### Kesimpulan

Kajian terhadap tingkah laku menderma atau amalan bersedekah telah menampilkan pelbagai konstruk ataupun peramal. Teori tingkah laku terancang (TPB) telah menjelaskan 40-50 % varian di dalam keupayaan meramal tingkah laku berkaitan. *Extended-TPB* (Smith dan McSweeney (2007) dengan enam konstruk dapat menjelaskan 70% varian di dalam niat dan tingkah laku menderma (Linden, 2011). Terdapat juga konstruk dan model lain yang menjelaskan faktor tingkah laku berkaitan menderma/bersedekah, sumbangan kewangan lain seperti zakat dan waqaf tunai. Religiositi dengan pelbagai dimensi disarankan oleh banyak penyelidik untuk diteroka dan ditambahkan ke dalam teori ini.



Rajah 1.1: Kerangka Konseptual Penghayatan Ibadah Maliyah

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# **Bencana Alam dan Impak Banjir Besar 2014 Terhadap Komuniti Tempatan di Hulu Dungun, Terengganu: Satu Perspektif Sosiologi Bencana**

**Sarina Yusoff & Rahimah Abdul Aziz**

Fakulti Sains Sosial & Kemanusiaan, Universiti Kebangsaan Malaysia, Bangi

Email of corresponding author: yna\_sarena@yahoo.com

## **Abstrak**

Pada penghujung Disember 2014, banjir besar yang melanda Malaysia khususnya di negeri-negeri Pantai Timur telah mengakibatkan kerugian yang besar dan mengorbankan banyak nyawa. Banjir besar merupakan salah satu daripada bencana alam yang mengakibatkan kemusnahan terhadap harta benda dan persekitaran. Kemusnahan akibat banjir besar ini memberi impak negatif kepada mangsa banjir, persekitarannya mahupun kepada pentadbiran negeri terlibat. Meskipun demikian, sehingga kini, tidak banyak kajian dari sudut sosiologi yang dijalankan mengenai impak bencana banjir di negara Malaysia berbanding di negara-negara lain. Oleh yang demikian, kertas kerja ini bertujuan membincangkan impak sosial yang dialami oleh komuniti tempatan di Hulu Dungun, Terengganu semasa dan selepas bencana banjir berlaku pada tahun 2014. Perbincangan dilakukan dari perspektif sosiologi bencana, iaitu satu bidang baru dalam ilmu sosiologi. Kajian berbentuk kualitatif ini melibatkan seramai 15 orang informan yang terdiri daripada mangsa-mangsa banjir di Hulu Dungun. Hasil kajian mendapati empat aspek utama impak negatif bencana banjir dari sudut sosial yang dialami oleh mangsa banjir di Hulu Dungun iaitu perpindahan penduduk, ekonomi, kesihatan dan suasana hidup. Perpindahan penduduk berlaku apabila mangsa banjir terpaksa berpindah disebabkan sebahagian besar kawasan kediaman mereka ditenggelami air. Dalam aspek ekonomi, kerugian yang dialami oleh mangsa banjir merupakan impak yang paling dirasakan ketika itu. Mangsa banjir turut terdedah kepada risiko gangguan emosi seperti tekanan dan trauma akibat bencana banjir yang berlaku. Seterusnya, impak terhadap perubahan suasana hidup seharian juga dirasakan oleh mangsa banjir terutama dalam hubungan antara kejiranan. Secara keseluruhan, apabila bencana banjir berlaku di Hulu Dungun pada 2014, impak negatif ke atas penduduk dan alam sekitarnya tidak dapat dielakkan, namun perlu ditangani supaya tidak meninggalkan kesan jangka panjang.

Kata kunci: bencana alam, sosiologi, banjir besar 2014, impak, mangsa banjir

## **1. Pengenalan**

Bencana merupakan suatu kejadian yang berlaku secara tiba-tiba dan boleh mengorbankan nyawa manusia, membawa kerugian harta benda dan turut menjejaskan kegiatan harian penduduk yang terlibat sebagai mangsa. Kaniastry dan Norris (2004) mentakrifkan bencana sebagai suatu gangguan asas dalam konteks sosial yang melibatkan golongan individu dan kumpulan. Manakala, menurut Drabek (2004) pula, bencana merupakan suatu kejadian buruk yang menyebabkan kerugian dan kecelakaan yang besar kepada manusia. Oleh itu, semua peristiwa tragis atau kritikal yang mencapai tahap tinggi daripada kesan kemusnahan yang dibawa olehnya akan dianggap sebagai bencana (March, 2002). Kejadian bencana biasanya berlaku sama ada disebabkan oleh bencana perbuatan manusia (*man-made disaster*) atau bencana alam (*natural disaster*). *Natural disaster* seperti tsunami, tanah runtuh, gempa bumi, ribut, banjir dan sebagainya boleh berlaku di serata dunia.

Di Asia, statistik menunjukkan semenjak tahun 1992 sehingga tahun 2002, kejadian bencana alam telah menjejaskan kehidupan sejumlah 1.7 juta manusia dan meragut sebanyak 420,867 nyawa. Hal ini turut melibatkan kerugian harta benda sebanyak AS 369,362 juta dolar (Haryati Shafii dan Sharifah

Meryam Shareh Musa, 2009). Misalnya, kejadian Tsunami yang berlaku di Indonesia, Selatan Thailand dan Sri Lanka pada 26 Disember 2004 yang lalu berpunca daripada gempa bumi dari dasar Lautan Hindi yang telah mengorbankan hampir 10,400 nyawa penduduk di Indonesia dan lebih 5,000 nyawa penduduk di Thailand (*International Charter: Space and Major Disasters*, 2004). Disebabkan itu, ratusan ribu nyawa manusia telah hilang dan beberapa kawasan kediaman penduduk di Aceh lenyap dalam sekelip mata. Selain daripada itu, Taufan Haiyan yang melanda Filipina pada 8 November 2013 juga telah meragut lebih 3,900 nyawa dan menyebabkan kemusnahan harta benda serta tempat tinggal terutamanya bagi komuniti yang tinggal di kawasan pesisir pantai.

Pada tahun 2014 yang lalu, terdapat beberapa kejadian banjir besar yang berlaku disebabkan oleh monsun timur laut yang melanda negara-negara tertentu seperti di Indonesia, Thailand, Sri Lanka dan tidak terkecuali di Malaysia (*Borneo Post*, 2014). Di Malaysia, banjir merupakan satu fenomena alam yang kerap kali berlaku dalam bentuk bencana dan membawa risiko kemusnahan yang tinggi kepada penduduk. Banjir boleh dikelaskan kepada dua iaitu banjir kilat dan banjir musiman. Banjir kilat kebiasaannya melanda bandar-bandar besar yang sedang pesat membangun seperti di Kuala Lumpur dan Johor (Rohany Nasir, 2014). Manakala, banjir musiman pula berlaku pada setiap tahun ketika musim tengkujuh di negeri-negeri Pantai Timur Semenanjung Malaysia seperti di Kelantan, Terengganu dan Pahang. Kejadian bencana banjir yang berlaku pada tahun 2014 merupakan kejadian banjir besar terburuk yang pernah direkodkan dalam sejarah negara Malaysia (Zulhisham Ishak, 2015). Sepertimana yang ditunjukkan dalam Jadual 1, bencana banjir yang berlaku telah mengakibatkan kerugian sebanyak RM 2.85 billion dan anggaran jumlah mangsa yang terlibat pula adalah melebihi 500,000 orang serta melibatkan 25 kematian (Ibrahim Komoo, 2015). Justeru itu, kertas kerja ini bertujuan membincangkan impak sosial bencana banjir yang dialami oleh mangsa banjir di Hulu Dungun.

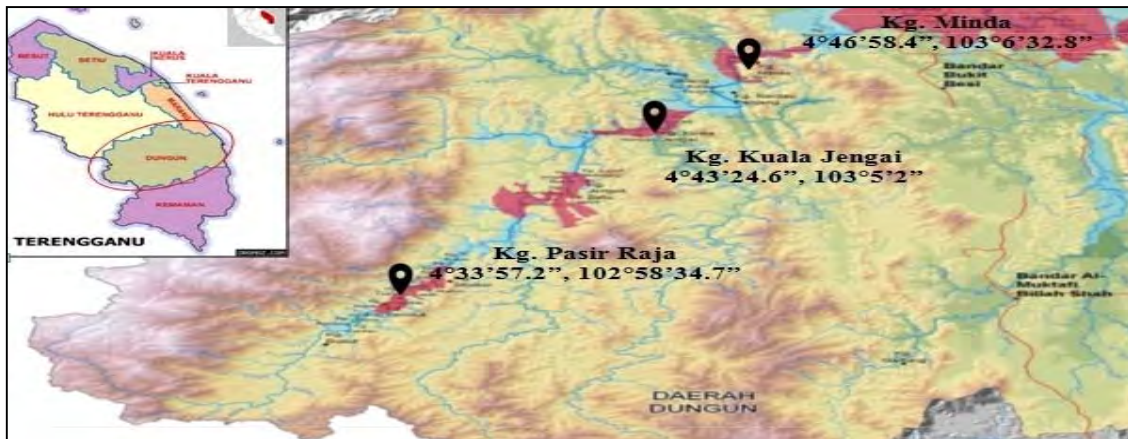
Jadual 1: Fenomena bencana banjir di Malaysia 1965-2014

Banjir besar (tahun)	Negeri terlibat	Jumlah kematian (orang)	Anggaran jumlah mangsa terlibat (orang)
1965	Kelantan dan Terengganu	6	300,000
1967	Kelantan, Terengganu dan Perak	50	125,000
1971	Kelantan, Terengganu, Perak dan Selangor (Klang)	61	243,000
1993	Kelantan, Terengganu, Perak, Selangor (Klang), Johor (Muar) dan Sabah	30	20,000
2006	Kelantan, Terengganu, Perak, Selangor (Klang) dan Johor (Muar & Batu Pahat)	52	244,051
2013	Kelantan, Terengganu dan Pahang	17	220,000
<b>2014</b>	<b>Kelantan, Terengganu, Pahang, Perak dan Johor</b>	<b>25</b>	<b>500,000</b>

Sumber: Ibrahim Komoo, 2015

## 2. Lokasi Kajian

Hulu Dungun merupakan antara kawasan di daerah Dungun yang terjejas teruk ketika banjir gelombang kedua melanda iaitu bermula pada 15 Disember 2014 sehingga 19 Disember 2014 berpunca daripada hujan lebat dan berterusan serta limpahan air dari sungai-sungai utama di negeri dan daerah ini. Oleh itu, tiga buah kampung yang terletak di kawasan Hulu Dungun telah dipilih sebagai lokasi kajian iaitu Kg. Pasir Raja, Kg. Minda dan Kg. Kuala Jengai yang merupakan kampung-kampung utama di kawasan Hulu Dungun yang ditimpa banjir (Rajah 1). Rasional pemilihan ketiga-tiga buah kampung ini adalah atas pertimbangan bahawa kawasan ini merupakan kawasan terendah di Hulu Dungun dan sering dinaiki air apabila berlakunya hujan lebat. Ketiga-tiga kampung ini turut dinaiki air pada paras yang tinggi ketika bencana banjir besar yang berlaku pada penghujung tahun 2014 yang lalu. Justeru itu, kesemua kawasan ini amat bertepatan untuk dijadikan sebagai lokasi kajian bagi membincangkan impak sosial bencana banjir ke atas penduduk di Hulu Dungun ini.



Rajah 1: Lokasi kampung yang terlibat dalam bencana banjir tahun 2014  
Sumber: Jabatan Pengairan dan Saliran Negeri Terengganu, 2015

### 3. Metod Kajian dan Latar Belakang Informan

Bagi mendapatkan data dan maklumat mengenai impak sosial bencana banjir di Hulu Dungun, penyelidikan telah dijalankan dengan menggunakan data sekunder dan data primer. Data sekunder diperoleh daripada buku, prosiding, jurnal, akhbar dan blog yang berkaitan dengan topik kajian. Manakala, data primer pula diperoleh melalui temu bual mendalam terhadap informan yang dipilih secara rawak mudah daripada tiga buah kampung, iaitu Kg. Pasir Raja, Kg. Minda dan Kg. Kuala Jengai. Seramai 15 orang mangsa banjir dipilih sebagai sampel atau subjek dalam penyelidikan ini. Data yang diperoleh kemudiannya telah ditranskripsi dan dikategorikan mengikut tema secara manual tanpa menggunakan sebarang perisian seperti Nvivo atau ATLAS.ti.

Sebagaimana ditunjukkan dalam Jadual 2, kesemua mangsa banjir terdiri daripada etnik Melayu dan beragama Islam. Mereka berumur dalam lingkungan 20an sehingga 80an. Seramai 10 orang informan adalah mangsa banjir lelaki dan selebihnya adalah perempuan. Dari segi status perkahwinan pula, seramai 9 orang mangsa banjir telah “berumahtangga”, tiga orang informan “belum berumahtangga” dan tiga orang informan berstatus telah “berpisah”. Hampir kesemua informan merupakan penghuni yang telah menetap lama di kampung-kampung berkaitan, bahkan ada yang tinggal di kampung-kampung berkenaan semenjak dilahirkan lagi.

Jadual 2 juga menunjukkan tahap pendidikan tertinggi bagi mangsa banjir di Hulu Dungun adalah pada peringkat Ijazah. Dari segi jenis pekerjaan pula menunjukkan seramai lima orang mempunyai jenis pekerjaan dalam sektor kerajaan, tiga orang mangsa banjir yang bekerja sebagai suri rumah, dua orang mangsa banjir bekerja di sektor swasta, diikuti dua orang mangsa banjir bekerja sendiri dan dua orang



mangsa adalah pelajar manakala hanya seorang mangsa banjir yang tidak memiliki pekerjaan. Jumlah pendapatan isi rumah bagi mangsa banjir adalah sekitar RM4,000 sehingga kurang RM1,000.

Jadual 2: Latar belakang mangsa banjir

Informan	Umur (tahun)	Status perkahwinan	Bilangan isirumah (orang)	Tahap pendidikan	Jenis pekerjaan	Pendapatan isirumah (RM)
Pn. Mahirah	33	Berumahtangga	5	SPM	Swasta	2,001-3,000
Pn. Raihan	48	Berumahtangga	7	UPSR	Suri Rumah	4,000 ke atas
En. Zul	42	Berumahtangga	3	Ijazah	Kerajaan	3,001-4,000
Cik Khaireen	16	Belum Berumahtangga	6	STPM	Pelajar	2,001-3,000
En. Mat	84	Berpisah	1	Lain-lain	Sendiri	Kurang 1,000
Pn. Suzana	49	Berumahtangga	6	Diploma	Kerajaan	3,001-4,000
Pn. Mariam	22	Berumahtangga	5	SPM	Suri Rumah	1,001-2,000
Pn. Maziah	56	Berumahtangga	5	SPM	Suri Rumah	1,001-2,000
Cik Zaidah	28	Belum Berumahtangga	4	SPM	Kerajaan	2,001-3,000
En. Mukhtar	43	Berumahtangga	7	SPM	Kerajaan	1,001-2,000
En. Fahmi	22	Belum Berumahtangga	4	Diploma	Pelajar	2,001-3,000
Pn. Shahwani	22	Berumahtangga	4	SPM	Swasta	2,001-3,000
Tok Senik	80	Berpisah	1	Lain-lain	Tidak Bekerja	Kurang 1,000
En. Ismadi	43	Berumahtangga	5	SPM	Sendiri	1,001-2,000
Pn. Mariana	47	Berpisah	4	SPM	Kerajaan	Kurang 1,000

Sumber: Kajian Lapangan, 2016

#### 4. Hasil Kajian dan Perbincangan

Fenomena bencana banjir menjadi tragedi kepada manusia dan alam sekitar kerana mendatangkan pelbagai bentuk kemusnahan dan kerosakan. Kemusnahan akibat banjir besar yang berlaku pada penghujung tahun 2014 telah memberikan impak negatif dari sudut sosial ke atas mangsa banjir di Hulu Dungun. Berdasarkan hasil kajian, impak yang dialami oleh penduduk di Hulu Dungun dalam konteks sosial merangkumi aspek perpindahan penduduk, ekonomi, kesihatan dan perubahan suasana hidup.

##### a. Perpindahan penduduk

Impak sosial yang boleh dilihat daripada kejadian bencana banjir adalah perpindahan penduduk. Kesan daripada kemusnahan tempat tinggal ini menyebabkan penduduk terpaksa berpindah meninggalkan kediaman mereka ke kawasan yang lebih selamat. Berdasarkan data yang diperolehi, jumlah keseluruhan mangsa banjir yang telah dipindahkan di negeri Pahang, Terengganu, Kelantan, Perak dan Johor adalah seramai 225,370 orang. Banjir besar yang berlaku di Hulu Dungun telah menyaksikan

sebahagian besar kawasan kediaman mangsa telah ditenggelami air. Ketika itu, ada mangsa banjir dipindahkan ke pusat pemindahan sementara dan ada juga yang memilih untuk tinggal sementara di rumah kenalan.

Kebanyakan mangsa banjir ketika itu dipindahkan ke pusat-pusat pemindahan sementara seperti sekolah, kolej, masjid dan dewan orang ramai. Bahkan, ada di antara mereka yang tidak sempat berpindah kerana air naik dengan mendadak. Mereka terpaksa berlindung di tempat tinggi seperti di atas bumbung atau bukit berhampiran menunggu masa untuk diselamatkan dan ada yang berlindung sehingga air kembali surut. Mangsa-mangsa banjir dikehendaki berpindah dari rumah mereka yang dinaiki air semenjak hari pertama bencana berlaku sehinggalah dibenarkan pulang. Apabila keadaan banjir menjadi semakin serius bilangan mangsa yang ditempatkan di pusat-pusat pemindahan sementara turut meningkat.

Kesan daripada perpindahan tersebut bukan sahaja boleh menyebabkan tahap kesejahteraan mangsa banjir menurun malah aktiviti harian mangsa banjir dan penduduk di Hulu Dungun turut terganggu. Ini kerana ada dalam kalangan mangsa banjir merasa tidak selesa tinggal di pusat pemindahan dalam tempoh yang lama disebabkan tiada privasi, padat dan keadaan di pusat pemindahan berkenaan yang tidak selesa serta bising. Keadaan ini diakui oleh informan Puan Maziah yang mengatakan tinggal di pusat pemindahan ketika banjir tidak sama suasananya dengan tinggal di rumah sendiri.

*“...bila banjir je memang kena pindah laa... bila kena pindah tue macam-macam laa masalah muncul... semua benda dok (tidak) jadi... lain laa kalau duk kat rumah sendiri... tapi bila fikir bahaya memang kalut nok (nak) kena pindah pula...”*

Selain itu, perpindahan sementara yang berlaku menyebabkan rutin harian mangsa banjir dan penduduk setempat juga terganggu apabila rutin harian yang lazimnya dilakukan oleh penduduk setiap hari akan bertukar menjadi suatu rutin yang tidak dijangka. Ketika bencana banjir berlaku, penduduk disibukkan dengan aktiviti berpindah, menetap di pusat pemindahan dalam tempoh tertentu, mengemas, membersihkan rumah dan sebagainya. Ada di antara mangsa banjir yang terpaksa melupakan sementara urusan kerja dan memohon cuti kerja untuk beberapa hari sehingga kehidupan mereka benar-benar pulih seperti sedia kala.

#### **b. Ekonomi**

Kesan yang paling dirasai mangsa banjir ialah kesan ekonomi. Kejadian bencana banjir telah membawa kerugian kepada ekonomi penduduk sama ada disebabkan harta benda mereka tenggelam ataupun dihanyutkan oleh arus. Kerugian ekonomi ini merupakan impak yang paling besar dan boleh dinilai dari segi wang ringgit. Kehilangan aset melibatkan kerugian daripada pemilikan harta benda oleh mangsa banjir dan penduduk sekitarnya. Terdapat aset yang sama sekali tidak akan dapat dikembalikan seperti kehilangan rumah, kenderaan, barangan berharga, perkakas rumah dan barangan saraan hidup menyebabkan kemerosotan ekonomi bagi individu dan keluarga terlibat. Taksiran kerugian akibat kerosakan dan kehilangan aset menunjukkan mangsa banjir terpaksa berbelanja untuk menggantikan atau membaikpulih yang telah rosak.

Daripada hasil kajian, kemusnahan dan kerosakan akibat bencana banjir pada tahun 2014 di Hulu Dungun menyebabkan banyak kawasan perkampungan penduduk ditenggelami air. Menurut informan Encik Zulfadzli, hampir kesemua rumah penduduk di Kampung Kuala Jengai telah ditenggelami air dan diselaputi lumpur. Ada juga rumah mangsa yang diperbuat daripada papan telah kehilangan dinding termasuk rumahnya. Hal ini menyebabkan ramai mangsa banjir terpaksa menanggung kerugian dalam sekelip mata disebabkan kemusnahan dan kerosakan tersebut.

*“...boleh dikatakan semua rumah sini kena laa... paling dok pun tenggelam jugok bahagian tangga... kayu mudah reput... dok (tidak) tahan lama... mesti kena tukar laa... (sambil ketawa)... tue baru rumah, dok masuk mende lain lagi.. kete (kereta) rosak... saya nie pun hodoh-hodoh baiki kereta abes jugok RM1,000... yela redah air... kena molek hok kena tukor enjin tue naye (kesian) laa...”*

Menurut informan Puan Raihan pula, beliau terpaksa mengeluarkan sejumlah wang simpanan untuk menggantikan peralatan rumah yang rosak.

*“...semua kena beli baru laaa... nak-nak(terutama) barang letrik... semua dah tenggelam... semua dan rosak... semua harap duit simpanan je hok (yang) ada je...”*

Selain itu, informan Encik Mukhtar turut kehilangan hampir separuh harta bendanya dan rumahnya rosak walaupun tidak dihanyutkan air.

*“...rumah memang dok tenggelam... tapi separuh gok (juga) laa hok rosak... kena baik semula laa... banyak gok rugi...”*

Impak ekonomi daripada kemusnahan dan kehilangan aset ini mengakibatkan satu kejatuhan dalam kualiti hidup atau kemelesetan serius daripada pelaburan sosial. Meskipun terdapat aset gantian hasil daripada sumbangan atau dibeli kemudiannya namun sama sekali tidak dapat menggantikan kehilangan aset sebelum ini yang dianggap sebagai satu kerugian. Keadaan ini bertambah serius apabila mangsa bencana yang tidak mempunyai jaminan sosial seperti insurans menyebabkan proses mendapatkan semula apa yang telah hilang menjadi satu hambatan apabila dipengaruhi oleh faktor umur, kesihatan dan juga kebergantungan (Lindell & Prater, 2003: 178). Bencana banjir yang berlaku bukan sahaja melibatkan kesan ekonomi yang boleh dinilai tetapi secara tidak langsung boleh mengakibatkan kesan emosi yang mendalam kepada mangsa disebabkan oleh kejatuhan ekonomi yang teruk.

### **c. Kesihatan**

Selain itu, bencana banjir yang berlaku membawa impak terhadap kesihatan mangsa terutamanya terhadap aspek emosi atau psikologi mereka. Kesan psikologikal yang diterima adalah berbeza bagi setiap individu mengikut perbezaan usia, jantina, tempat atau daerah (Rohany Nasir dan Zainah Ahamd Zamani, 2012). Kesan bencana mengikut Norris (2005) termasuk depresi, kebimbangan, kecelaruan, panik dan masalah kesihatan. Kebanyakan mangsa banjir mengalami kecemasan (*distress*) kerana merasa terancam, risau dan sedih atas kehilangan yang menimpa diri dan keluarga serta masalah lain seperti kekurangan keperluan asas hidup seperti tempat tinggal, makanan, minuman dan sebagainya.

Hasil temu bual menunjukkan bahawa mangsa banjir melalui pengalaman buruk yang dapat dilihat daripada beberapa aspek. Umumnya, kebanyakan keluhan mangsa berkait dengan kehilangan harta benda (ekonomi) dan aspek masalah atau gangguan fizikal. Walau bagaimanapun, kebanyakan mangsa juga merasakan isu emosi sangat ketara misalnya mereka berasa takut bencana banjir akan berulang lagi dan letih badan kerana membersihkan rumah atau kerja-kerja membaikpulih. Menurut informan Encik Fahmi, beliau merasakan waktu rehatnya tiada disebabkan oleh desakan untuk mengembalikan keadaan seperti sedia kala.

*“...penat... letih... stress kadang-kadang fikir... gane (macam mana) nak selesa macam dulu... dok (tidak) tahu laa... masa tue gak... dok pikir ke rehat doh... kita duk sibuk bersih rumah, kemas... ganti apa hok (yang) takdok (tiada)... yela... selagi dok abes (rujuk kepada kerja yang*



*belum selesai)... dok tenang..."*

Mangsa juga mengalami perasaan tidak tenteram dan bimbang setiap kali hujan turun dan paras air mula naik. Mereka bimbang akan berlaku banjir besar lagi dan kehidupan mereka terganggu lagi. Ini kerana saban tahun banjir akan melanda kawasan Hulu Dungun. Walaupun kejadian banjir dianggap sebagai perkara biasa bagi penduduk di Hulu Dungun tetapi kadangkala kejadian banjir boleh bertukar menjadi bencana sekiranya berlaku banjir besar. Menurut informan Puan Maziah, beliau meluahkan rasa takut dan tidak selamat semasa perlu mengharungi air yang dalam.

*"...memang takut dik... sekelip mata je... semua dokdang (tidak sempat)... kami harung air... masa tue dok tahu nok pijok (pijak) kat mana doh... kadang terpijok tempat dalam... eee... ngeri pulok bila fikir... trauma doh wase (berasa) bila ingat... lening bimbang sokmo doh kalo (jika) musim hujan gok... rasa dok tenteram pun ada..."*

Keadaan ini jelas menunjukkan mangsa banjir merasakan bahawa kejadian bencana banjir yang berlaku pada tahun 2014 di Hulu Dungun menyebabkan mereka berasa takut dan trauma apabila berhadapan dengan keadaan tertentu. Trauma atau *post-traumatic stress disorder* merupakan satu tindak balas emosi terhadap sesuatu keadaan mengejutkan atau menyedihkan dan seterusnya trauma boleh menyebabkan kebimbangan dalam kalangan mangsa banjir (Carrol et al., 2010). Disebabkan kejadian itu, mangsa banjir susah untuk tidur pada waktu malam tambahan lagi jika hujan turun dengan lebat ketika itu. Mangsa banjir juga melahirkan kebimbangan dan ada di antara mereka menyatakan ingin berpindah ke tempat yang lebih selamat. Walau bagaimanapun, hasrat tersebut terpaksa dilupakan kerana sukar untuk mendapatkan rumah sewa pada kadar sewa yang mampu dibayar seperti di kawasan Hulu Dungun ini. Selain daripada itu, tuntutan kerja menyebabkan mangsa banjir terus menetap di beberapa kampung yang cenderung banjir di Hulu Dungun.

#### **d. Perubahan suasana hidup**

Bencana banjir yang berlaku di Hulu Dungun sedikit sebanyak telah menjejaskan suasana hidup berkomuniti yang lazimnya menjadi amalan oleh penduduk di situ. Dalam hidup berkomuniti, jiran memainkan peranan penting dalam melahirkan suasana harmoni di sesebuah kawasan petempatan. Hubungan kejiiran dan interaksi sosial antara jiran-jiran seperti ziarah-menziarahi, bertegur-sapa, tolong-menolong, berekreasi atau bersantai sesama ahli dalam kawasan petempatan sama ada secara formal atau tidak formal adalah penting. Kesan bencana banjir terhadap suasana hidup bagi penduduk di Hulu Dungun dapat dilihat dengan ketara dalam kemerosotan hubungan dan interaksi sosial antara kejiiran. Majoriti informan dalam kajian ini berpendapat hubungan kejiiran antara mereka masih baik dan rapat antara satu sama lain walaupun pada awalnya iaitu ketika bencana banjir berlaku, interaksi antara kejiiran agak terganggu.

Beberapa orang mangsa banjir menceritakan suasana di kampung mereka yang dulunya riu-rendah bertukar menjadi sunyi-sepi selama hampir dua bulan akibat bencana banjir yang menimpa seluruh penduduk kampung di Hulu Dungun. Seorang informan iaitu Puan Raihan menyatakan bahawa sejak kejadian itu penduduk kampung hanya menghabiskan masa di dalam rumah masing-masing. Hal ini menyebabkan proses interaksi antara mangsa banjir dengan jiran-jiran ada penduduk lain jarang berlaku ketika itu.

*"...kami hidup macam biasa je... penat lelah biasa laa bagi kami... yang sedihnya semua bertukar... suasana kat kampung nie pun jadi suram... muram je lepas tue... semua duk kurung (berkurung) dalam rumah je... nok (hendak) cakap pun susah aritue... dok (tidak) tahu nape... sedih kot..."*

Begitu juga menurut informan Cik Khaireen, walaupun mereka sekeluarga dapat meneruskan kehidupan seperti biasa tetapi suasana di kampungnya dirasakan agak janggal selepas ditimpa musibah tersebut.

*“dulu masa mula-mula banjir jadi... kami sekeluarga hidup macam biasa... mula-mula tue jarang kuor (keluar) rumah... sebab tengok orang kampung semua senyap je duk dalam rumah masing-masing... kalau kuor pun gi koloh (sekolah) je... dulu petang-petang sibuk pusing kampung ngan motor ayoh... bila jadi gitu... lain je rasa... jap agi banjir 2016 pulok... tawakal je laa gane-gane kekgi... hok (yang) lepas pun terasa janggal lagi... lain rasa suasana bila banjir ngan dok (tidak) nie...”*

Ini kerana ketika bencana banjir berlaku secara tiba-tiba, kebanyakan mangsa sudah tidak lagi menghiraukan dan mempedulikan antara satu sama lain. Bagi sesetengah penduduk yang terlibat mereka hanya mampu memikirkan keselamatan diri dan ahli keluarga sahaja ketika itu. Manakala, ketika fasa pascabanjir pula, mereka juga hanya menumpukan sepenuh perhatian terhadap kerja-kerja baikpulih, pembersihan dan sebagainya di rumah masing-masing. Fenomena kelonggaran hubungan keijiranan dan budaya tolong-menolong, ziarah-menziarahi dan sebagainya menjadi suram sehingga keadaan pulih seperti sedia kala. Buktinya, melalui pemerhatian semasa temu bual dijalankan, setelah sekian lama kejadian bencana banjir berlaku penduduk kampung dilihat telah dapat meneruskan kehidupan dan kefungsiannya seperti normal seolah-olah tiada bencana banjir berlaku sebelum ini. Mereka dilihat telah dapat bergurau sesama mereka dan boleh ketawa semasa berbual-bual.

## 5. Kesimpulan

Bencana banjir sememangnya memberi impak yang besar dan mengakibatkan berlaku gangguan kepada kehidupan sosial manusia. Selain merubah aspek persekitaran fizikal penduduk, bencana tersebut memberi kesan terhadap kualiti kehidupan manusia. Bencana banjir yang berlaku di Hulu Dungun pada tahun 2014 menyebabkan kualiti hidup penduduknya merosot terutama bagi mereka yang menjadi mangsanya. Bencana banjir yang berlaku memberi impak sosial terhadap perpindahan penduduk, ekonomi, kesihatan dan perubahan suasana hidup dalam kalangan penduduk. Impak ekonomi merupakan impak yang ketara dan paling dirasakan oleh hampir kesemua mangsa banjir yang terlibat. Hal ini kerana kehilangan aset adalah satu kejatuhan dalam kualiti hidup atau kemelesetan serius daripada pelaburan sosioekonomi mangsa banjir. Dengan mengambil langkah-langkah persediaan, penduduk mampu untuk meminimumkan impak negatif bencana ini sekiranya berlaku lagi. Selain itu, pihak pengurusan dan penduduk setempat juga harus bekerjasama supaya kerugian harta benda dapat dikurangkan dan kehilangan nyawa dapat dielakkan.

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## **Potensi dan Peranan Program Berorientasikan Perniagaan dan Keusahawanan dalam Membasmi Kemiskinan di Malaysia**

**Norhidayati Nadiha Mukri**

Pusat Kajian Kelestarian Global (CGSS), Universiti Sains Malaysia, Penang, Malaysia

Email of corresponding author: [hidayatinadiha@gmail.com](mailto:hidayatinadiha@gmail.com)

Perniagaan merupakan bidang yang sangat berpotensi untuk membantu menambah pendapatan dan mengurangkan kemiskinan. Menyedari kepentingan dan potensi perniagaan untuk membantu menambah pendapatan, kerajaan Malaysia telah memperuntukkan bajet yang besar untuk program-program pembasmian kemiskinan yang menfokuskan kepada perniagaan dan keusahawanan. Justeru kertas kerja ini bertujuan untuk mengenal pasti potensi dan peranan program yang berorientasikan perniagaan dan keusahawanan dalam membasmi kemiskinan di Malaysia serta menganalisis keberkesanan program-program tersebut dalam membantu golongan miskin keluar daripada kemiskinan. Kajian ini menggunakan analisis kandungan data sekunder seperti laporan-laporan program pembangunan di Malaysia, laporan bajet tahunan, Buku Rancangan Malaysia dan dokumen-dokumen berkaitan untuk mengenal pasti dan menganalisis program-program yang berorientasikan perniagaan dan keusahawanan yang dilaksanakan di Malaysia. Hasil analisis mendapati program yang berorientasikan perniagaan dan keusahawanan sememangnya dapat membantu golongan miskin meningkatkan pendapatan. Namun begitu, terdapat juga masalah dan kelemahan program-program yang dilaksanakan seperti bantuan yang tidak dimanfaatkan oleh golongan miskin serta kelemahan dalam pengurusan pengagihan bantuan. Oleh yang demikian, penambah baikan terhadap program pembasmian kemiskinan yang berorientasikan perniagaan dan keusahawanan ini perlu dilakukan agar bajet yang diperuntukkan dapat dimanfaatkan secara maksima dalam membasmi kemiskinan di Malaysia.

**Kata Kunci:** Perniagaan, Keusahawanan, Pembasmian Kemiskinan

### **Pendahuluan**

Perniagaan dan keusahawanan memainkan peranan penting dalam pembangunan ekonomi, menambahkan peluang pekerjaan serta pembasmian kemiskinan. Menurut Stocking (2009), perniagaan memainkan peranan penting dalam membasmi kemiskinan. Hal ini kerana perniagaan dapat memberi manfaat kepada golongan miskin sebagai pekerja, pengeluar atau pengguna. Di samping itu, cukai yang dikenakan ke atas sesebuah perniagaan dapat mempengaruhi dasar-dasar awam serta membiayai perkhidmatan awam yang turut memberi manfaat kepada golongan miskin. Penglibatan golongan miskin secara langsung dalam perniagaan pula dapat memberi peluang kepada golongan ini untuk meningkatkan pendapatan mereka.

Aktiviti perniagaan dan keusahawanan secara meluas juga menyumbang kepada pertumbuhan ekonomi. Menurut Naudé, (2013), perkembangan aktiviti perniagaan dan keusahawanan sejak tiga dekad yang lalu telah berjaya mengurangkan kemiskinan dalam kebanyakan negara seperti di China. Perkembangan ekonomi dan peluang pekerjaan yang banyak ini seterusnya dapat membantu membasmi kemiskinan.

Menyedari tentang kepentingan dan potensi perniagaan dan keusahawanan dalam meningkatkan taraf ekonomi sesebuah negara, pelbagai program yang berorientasikan perniagaan dan keusahawanan telah dirancang dan dilaksanakan dalam kebanyakan negara. Program-program yang berorientasikan perniagaan dan keusahawanan yang dimaksudkan di sini ialah program-program yang melibatkan aktiviti perniagaan dan keusahawanan untuk membantu golongan miskin menambah pendapatan mereka dan sekali gus untuk membasmi kemiskinan. Malaysia juga tidak terkecuali dalam melaksanakan program-program tersebut. Oleh yang demikian, kajian ini akan mengenal pasti potensi dan peranan program-

program yang berorientasikan perniagaan dan keusahawanan untuk membasmi kemiskinan di Malaysia. Bagi menjelaskan lagi perkara ini, pembincangan dalam kertas kerja ini dibahagikan kepada tiga bahagian utama iaitu bahagian pertama, membincangkan tentang program-program yang berorientasikan perniagaan dan keusahawanan untuk membasmi kemiskinan di Malaysia. bahagian kedua, membincangkan peranan program-program yang berorientasikan perniagaan dan keusahawanan dalam membantu membasmi kemiskinan di Malaysia serta kekangan atau masalah yang dihadapi dalam menjalankan program tersebut. Bahagian ketiga pula, membincangkan potensi program-program yang berorientasikan perniagaan dan keusahawanan dalam membantu golongan miskin dan berpendapatan rendah meningkatkan pendapatan.

### **Program-Program Berorientasikan Perniagaan dan Keusahawanan untuk Membasmi Kemiskinan di Malaysia**

Malaysia merupakan antara negara yang komited dalam usaha untuk membasmi kemiskinan. Pelbagai dasar dan program telah dibentuk dan dilaksanakan bagi membasmi kemiskinan di Malaysia. Bermula dengan Dasar Ekonomi Baru (DEB) yang diperkenalkan pada tahun 1971, pembasmian kemiskinan menjadi salah satu strategi untuk menggalakkan perpaduan negara pada ketika itu. DEB mempunyai strategi serampang dua mata iaitu pertama membasmi kemiskinan dengan cara meningkatkan taraf pendapatan dan menambah peluang pekerjaan tanpa mengira kaum. Strategi kedua pula mempercepatkan proses penyusunan semula masyarakat dengan menghapuskan pengenalan kaum mengikut fungsi ekonomi (Mohamad Asrol Apidi Mamat, Ishak Saat dan Khairi Ariffin, 2014). Seterusnya pelbagai dasar lain digubal dalam usaha Malaysia untuk meningkatkan pembangunan. Melalui dasar-dasar tersebut pula, pelbagai program pembangunan dirancang. Program pembasmian kemiskinan merupakan salah satu program penting untuk membangunkan negara. Oleh yang demikian, pelbagai program telah dirancang dan dilaksanakan untuk membasmi kemiskinan di Malaysia. Program-program yang berorientasikan perniagaan dan keusahawanan menjadi antara program penting bagi membantu golongan miskin meningkatkan pendapatan mereka dan seterusnya keluar daripada kemiskinan.

Berdasarkan laporan Bahagian Penerbitan Dasar Negara, Jabatan Penerangan Malaysia, Kementerian Penerangan Komunikasi dan Kebudayaan, program pembasmian kemiskinan yang melibatkan perniagaan dan keusahawanan di Malaysia antaranya ialah Program 1AZAM, Tabung Ekonomi Kumpulan Usaha Niaga (TEKUN Nasional), Amanah Ikhtiar Malaysia (AIM), Program Keusahawanan Mikro dan Program Pembangunan Keusahawanan Zakat (Mohd Ayob Abd Razid, 2013). Program-program tersebut menfokuskan perniagaan dan keusahawanan sebagai cara untuk membantu golongan miskin meningkatkan pendapatan mereka.

Program 1AZAM merupakan salah satu inisiatif khusus Bidang Keberhasilan Utama Negara (NKRA) yang bertujuan mengeluarkan isi rumah berpendapatan rendah daripada kepompong kemiskinan. Melalui inisiatif ini, kerajaan berharap golongan ini mampu meningkatkan pendapatan dengan usaha sendiri melalui sektor pekerjaan, pertanian, keusahawanan ataupun sektor perkhidmatan (Kementerian Pembangunan Wanita, Keluarga dan Masyarakat, 2015). Program 1AZAM ini berteraskan konsep keusahawanan sosial dan pendekatan kebajikan produktif yang bertujuan mengoptimumkan potensi individu berteraskan bidang kemahiran atau minat masing-masing. Program 1AZAM merangkumi empat program utama iaitu Azam Tani, Azam Kerja, Azam Khidmat dan Azam Niaga. Selain itu, Program 1AZAM juga memberikan sokongan dan latihan kepada golongan miskin bandar melalui Azam Bandar (PEMANDU, 2015).

TEKUN Nasional pula telah ditubuhkan oleh kerajaan pada 9 November 1998. Ia bertujuan meningkatkan taraf ekonomi Bumiputera melalui penglibatan mereka dalam bidang perniagaan. Bermula tahun 2008, TEKUN Nasional telah membuat perubahan dan pembaharuan selaras dengan keperluan semasa dengan menjadikan institusi tersebut sebagai sebuah institusi pembangunan usahawan strategik dan

tidak hanya menyediakan kemudahan modal perniagaan semata-mata. TEKUN Nasional menjadi sebuah institusi yang menyediakan peluang-peluang perniagaan serta peluang-peluang menjana pendapatan, pembiayaan modal perniagaan, khidmat bimbingan dan sokongan serta Jaringan Usahawan (TEKUN Nasional, 2016).

Seterusnya, program Amanah Ikhtiar Malaysia (AIM). AIM ditubuhkan pada September 1987 bertujuan untuk mengurangkan kemiskinan isi rumah dengan menyediakan pembiayaan kredit mikro untuk membiayai kegiatan ekonomi, menambah pendapatan serta menyediakan latihan dan bimbingan berterusan kepada isi rumah miskin dan termiskin (Mohd Ayob Razib, 2013). Selain AIM, kerajaan juga menubuhkan program Keusahawanan Mikro yang dilaksanakan melalui pelbagai agensi seperti Majlis Amanah Rakyat (MARA), Lembaga Pembangunan Pertanian Persekutuan (FAMA), Lembaga Kemajuan Tanah Persekutuan (FELCRA), Lembaga Kemajuan Pekebun Kecil dan Perusahaan Getah (RISDA), Yayasan Pembangunan Keusahawanan (YPU) dan Yayasan Perancangan Keluarga (YPK) (Mohd Ayob Razib, 2013).

Selain itu, institusi zakat di Malaysia juga turut menjalankan program-program yang berorientasikan perniagaan dan keusahawanan bagi membantu golongan miskin yang beragama Islam. Melalui revolusi dalam pengurusan dan pengagihan zakat, institusi zakat di Malaysia kini tidak lagi hanya mengagihkan zakat dalam bentuk wang tunai ataupun barangan keperluan, tetapi dana zakat ini turut diagihkan melalui program pembangunan ekonomi dan pembangunan usahawan asnaf. Program pembangunan ekonomi dan pembangunan usahawan asnaf ini memperuntukkan dana zakat untuk diberikan kepada asnaf yang berkelayakan sebagai modal untuk menjalankan perniagaan (Ahmad Anis Mohd Fauzi et.al, 2014).

#### **Pembasmian Kemiskinan Melalui Program Berorientasikan Perniagaan dan Keusahawanan**

Banyak kajian menunjukkan perniagaan dan keusahawanan memainkan peranan penting dalam pembangunan ekonomi, menambahkan peluang pekerjaan serta membasmi kemiskinan. Antaranya kajian awal yang dilakukan oleh Birch (1979), mendapati 80% peluang pekerjaan diwujudkan antara tahun 1969 dan 1976 di Amerika kesan daripada aktiviti perniagaan kecil. Selain itu, kajian oleh Gebrimariam, Gebremedhin dan Jackson (2004) juga menunjukkan hubungan yang positif antara perniagaan kecil dengan perkembangan ekonomi. Hal ini membuktikan sememangnya aktiviti perniagaan dan keusahawanan telah menyumbang kepada pertumbuhan ekonomi. Pertumbuhan ekonomi yang pesat dalam sesebuah negara ini pula seterusnya mampu menambah peluang pekerjaan dan membasmi kemiskinan.

#### **Peranan Program Berorientasikan Perniagaan dan Keusahawanan di Malaysia**

Di Malaysia, program-program pembasmian kemiskinan yang berorientasikan perniagaan dan keusahawanan juga turut memainkan peranan penting dalam membantu golongan miskin meningkatkan taraf hidup mereka. Antara program yang dianggap berkesan membantu golongan miskin meningkatkan pendapatan di Malaysia ialah program pembiayaan kredit mikro Amanah Ikhtiar Malaysia (AIM). AIM telah ditubuhkan sejak September 1987 dengan memberikan pinjaman modal kepada golongan miskin dengan syarat-syarat pinjaman yang mudah dan berpatutan bagi membolehkan mereka menjalankan aktiviti yang dapat menjana pendapatan (Mohamed Zaini Omar, 2010). Antara aktiviti yang banyak dijalankan ialah aktiviti perniagaan dan keusahawanan. Menurut Norma Md Saad (2011), yang mengkaji tentang pemilihan aktiviti penjanaan pendapatan oleh usahawan kredit mikro AIM, mendapati aktiviti ekonomi dalam sektor perdagangan atau perniagaan sangat menguntungkan dan memberikan purata pendapatan yang tinggi berbanding aktiviti dalam sektor pengeluaran dan perkhidmatan.

Berdasarkan dapatan analisis beberapa kajian lepas yang dijalankan oleh Mohamed Zaini Omar, Main Rindam dan Che Supian Mohamad Nor. (2012) mendapati skim pembiayaan kredit mikro AIM telah meningkatkan prestasi ekonomi Sahabat. Sementara, penemuan kajian oleh Mohamed Zaini, Che

Supian Mohamad Nor dan Norziani Dahalan (2012), pula menunjukkan program AIM sangat berkesan dalam mengurangkan kemiskinan di Malaysia. Program mikro kredit AIM ini berkesan dalam meningkatkan pendapatan seterusnya mengurangkan kemiskinan dalam kalangan peserta selepas terlibat dalam program AIM. Selain itu, Menurut Syuhada Abd Halim, Doris Padmini Selvaratnam dan Norlaila Abu Bakar (2013), melalui kajian mereka di Cawangan Kota Setar, Kedah mendapati 97.9 peratus Sahabat bersetuju bahawa pembiayaan kredit yang diberikan oleh AIM dapat meningkatkan taraf hidup mereka dan 99.4 peratus berpendapat bahawa AIM juga mampu meningkatkan pendapatan mereka. Mereka juga menyokong dan bersetuju bahawa AIM wajar diteruskan dan diperluaskan di seluruh negara kerana AIM merupakan salah satu cara yang dilihat berkesan dalam membasmi kemiskinan di Malaysia.

Selain pembiayaan kredit mikro AIM, Program 1AZAM juga megetengahkan konsep perniagaan dan keusahawanan sebagai cara membasmi kemiskinan. Program 1AZAM adalah antara program pembasmian kemiskinan terkini yang dilaksanakan oleh kerajaan Malaysia. Program ini mula dilaksanakan pada tahun 2010. Menurut Menteri Pembangunan Wanita, Keluarga dan Masyarakat, bagi tempoh Januari 2010 sehingga 31 Disember 2015, jumlah peserta program 1AZAM adalah seramai 190,799 orang. Daripada jumlah tersebut, seramai 85,866 (45%) orang peserta daripada tahun 2012 sehingga 2015 telah berjaya meningkatkan pendapatan masing-masing. Seramai 15,904 orang peserta 1AZAM daripada bulan Januari hingga Disember 2012 telah berjaya meningkatkan pendapatan keluarga hingga melepasi Paras Garis Kemiskinan (PGK) manakala seramai 7,936 orang peserta telah meningkatkan pendapatan keluarga melebihi RM200. Manakala bagi tahun 2013 sehingga 31 Disember 2015, terdapat seramai 62,026 orang peserta Program 1AZAM telah meningkatkan pendapatan keluarga melebihi RM300.

Institusi zakat di Malaysia turut memainkan peranan dalam membasmi kemiskinan terutamanya dalam kalangan masyarakat Islam. Pengagihan dana zakat kini bukan hanya tertumpu kepada pengagihan bantuan secara tunai ataupun dalam bentuk barang keperluan. Dana zakat juga kini diagihkan dalam bentuk modal untuk memulakan perniagaan atau aktiviti-aktiviti keusahawanan yang lain. Berdasarkan beberapa kajian, impak keberkesanan program keusahawanan zakat ini kurang menyerlah dibandingkan dengan pembiayaan mikro kredit. Azman Ab Rahman et.al (2014), yang mengkaji berkaitan keberkesanan program usahawan asnaf oleh institusi zakat di negeri Selangor dan Pulau Pinang, mendapati impak program usahawan asnaf tidak begitu menyerlah berbanding dengan program usahawan kredit mikro oleh TEKUN atau AIM. Hal ini disebabkan program usahawan asnaf bersifat pengagihan wang yang tidak perlu dibayar semula oleh penerima seperti program usahawan kredit mikro yang berbentuk pinjaman. Ini seterusnya mempengaruhi komitmen peserta untuk menjalankan perniagaan dengan bersungguh-sungguh. Selain itu, menurut Mohd Sabri Abdul Ghafar et.al (2017), keberkesanan bantuan modal zakat yang diberikan kepada asnaf miskin oleh MAIDAM sangat berkait rapat dengan sikap, pemantauan, bimbingan dan disiplin penerima bantuan tersebut. Melalui kajian yang dijalankan menunjukkan bahawa hanya 3.1% penerima mencapai tahap keberkesanan yang sangat baik dan 42% baik. Kajian juga menunjukkan hanya 0.33% penerima bantuan modal yang menunjukkan tahap potensi yang sangat baik dan 19.65% mempunyai potensi baik. Hasil kajian menunjukkan bahawa pencapaian matlamat keberkesanan bantuan modal zakat yang diberikan kepada usahawan asnaf masih berada di tahap yang rendah. Begitu juga potensi usahawan asnaf masih perlu digilap kerana majoriti (lebih 80%) mereka belum mencapai potensi yang seharusnya ada bagi mencapai kejayaan. Nurhanie Mahjom, Fatimah Salwa Abd Hadi dan Zuraidah Ismail (2014), pula menyatakan, program keusahawanan zakat didapati tidak akan membantu dan menunjukkan hasil yang baik jika asnaf yang terlibat tidak menggunakan peluang yang diberikan sebaiknya serta tidak bersedia berdepan dengan cabaran sebagai seorang usahawan.

Namun begitu, tidak dinafikan program keusahawanan zakat ini sedikit sebanyak menyumbang kepada

pengurangan kemiskinan. Terdapat beberapa kisah kejayaan usahawan asnaf yang dilaporkan. Antaranya melalui laporan daripada Majalah Asnaf terbitan LZS pada tahun 2012, menceritakan beberapa kisah kejayaan asnaf dalam menjalankan perniagaan dengan bantuan modal daripada LZS. Azhar Mohamad Zin yang diberikan bantuan modal perniagaan sebanyak RM 22,000 telah memulakan perniagaan pencetakan dan pengiklanan dan berjaya keluar daripada asnaf miskin sehingga beliau akhirnya mampu untuk mengeluarkan zakat pendapatan. Selain itu, Borhan Salikon adalah antara asnaf yang berjaya dalam perniagaan yang dijalankan melalui bantuan modal zakat. Beliau pernah hidup melarat akibat kegagalan dalam perniagaan cendol yang diusahakan sejak tahun 1987, namun pada tahun 2010, LZS telah menyalurkan bantuan sebanyak kira-kira RM 27,000 untuk membeli pelbagai kelengkapan perniagaan. Akhirnya pada penghujung tahun 2010, beliau telah berjaya keluar daripada kategori asnaf.

Berdasarkan laporan-laporan serta kajian-kajian yang dilakukan terhadap program-program pembasmian kemiskinan yang berorientasikan perniagaan dan keusahawanan, didapati program-program tersebut sememangnya memainkan peranan penting dalam usaha membasmi kemiskinan di Malaysia. Melalui program-program tersebut, golongan miskin diberikan bantuan dalam bentuk modal untuk memulakan perniagaan, pembiayaan kredit mikro serta kelengkapan untuk menjalankan aktiviti perniagaan dan keusahawanan. Selain itu program-program ini juga turut menyediakan khidmat bimbingan serta latihan dalam bidang keusahawanan. Oleh yang demikian, secara umumnya dapat disimpulkan peranan penting program-program tersebut adalah membantu golongan miskin meningkatkan pendapatan mereka. Melalui peningkatan pendapatan ini mereka dapat memperbaiki taraf kehidupan mereka dan seterusnya keluar daripada kepompong kemiskinan.

### **Masalah dan Kekangan**

Program-program yang berorientasikan perniagaan dan keusahawanan ini sememangnya dilihat dapat membantu golongan miskin meningkatkan pendapatan. Namun demikian, terdapat masalah-masalah atau kekangan yang wujud dalam menjalankan program-program tersebut. Masalah dan kekangan yang wujud ini dapat mengganggu kelicinan program yang dilaksanakan. Antara masalah yang dikenal pasti contohnya dalam program 1AZAM peserta program tidak menggunakan bantuan peralatan yang diberikan untuk menjalankan aktiviti keusahawanan. Selain itu terdapat juga peserta 1AZAM yang tidak diketahui statusnya sama ada layak ataupun tidak untuk menerima bantuan (Kementerian Kewangan Malaysia, 2014).

Melalui program keusahawanan zakat pula, masalah yang dikesan ialah prestasi peserta yang diberikan bantuan modal untuk menjalankan aktiviti perniagaan dan keusahawanan tidak memuaskan. Hal ini disebabkan program keusahawanan zakat bersifat pengagihan wang yang tidak perlu dibayar semula oleh penerima seperti program usahawan kredit mikro yang berbentuk pinjaman. Ini seterusnya mempengaruhi komitmen peserta untuk menjalankan perniagaan dengan bersungguh-sungguh (Azman Ab Rahman et.al, 2014).

Masalah-masalah serta kekangan dalam melaksanakan program-program tersebut perlulah dikaji serta diusahakan jalan penyelesaiannya. Perkara ini bagi memastikan bajet yang besar diperuntukkan untuk program-program tersebut dapat memberikan hasil yang maksimum dalam mengurangkan kemiskinan di Malaysia.

### **Potensi Perniagaan dan Keusahawanan Membasmi Kemiskinan**

Banyak kajian membuktikan perniagaan dan keusahawanan merupakan antara alat atau cara yang penting dan berpotensi dalam usaha membasmi kemiskinan (Ogundele et.al, 2012, Ilemona dan Akoji (2013), Misango dan Ongiti (2013), Mohammad Delwar Hussain et.al, 2014 dan Ali Yassin Shaeikh Ali dan Abdel Hafiez Ali, 2013). Namun demikian, terdapat aspek-aspek lain yang diperlukan bagi



memastikan perniagaan dan keusahawanan ini benar-benar mampu untuk membantu membasmi kemiskinan. Menurut Mohammad Delwar Hussain et.al, (2014), inovasi, latihan dan pendidikan keusahawanan, latar belakang keluarga, program sokongan kerajaan, keusahawanan sosial, penyertaan wanita, ciri-ciri keusahawanan individu, penyertaan mikro, perusahaan kecil dan sederhana, pemerkasaan belia, kerjasama antara kerajaan, universiti dan sektor industri adalah alat untuk pembangunan keusahawanan yang boleh merangsang pekerjaan dan mengurangkan kemiskinan. Vandenberg (2006), pula menyatakan peranan sektor swasta termasuk perusahaan dan perniagaan kecil sangat penting dalam usaha mengurangkan kadar kemiskinan dengan mewujudkan dan mengekalkan pekerjaan bagi golongan miskin untuk bekerja dan mendapatkan pendapatan yang diperlukan untuk membeli barangan dan perkhidmatan. Slivinski (2012), pula menyatakan bagi mengurangkan kemiskinan pembuat dasar perlu memberi fokus untuk meningkatkan bilangan usahawan di negara mereka. Kajian menunjukkan bahawa salah satu cara yang paling berkesan untuk meningkatkan keusahawanan ialah dengan mengurangkan beban cukai. Menurut Slivinski (2012) beban cukai yang tinggi diukur sebagai peratusan daripada pendapatan peribadi telah menurunkan kadar pertumbuhan keusahawanan.

Berdasarkan kajian-kajian tersebut dapat disimpulkan antara aspek-aspek penting yang dapat mempengaruhi kejayaan sesebuah perniagaan dan keusahawanan ialah pendidikan dan latihan keusahawanan, ciri-ciri keusahawanan individu, latar belakang keluarga, kerjasama antara kerajaan, universiti dan sektor industri dan pengurangan beban cukai. Oleh yang demikian, program-program yang berorientasikan perniagaan dan keusahawanan yang dirancang dan dijalankan untuk golongan miskin perlu mengambil kira aspek-aspek tersebut. Ini bagi memastikan bajet besar yang diperuntukkan untuk menjalankan program-program tersebut dapat dimanfaatkan secara maksimum untuk mengurangkan dan membasmi kemiskinan.

### **Kesimpulan**

Berdasarkan kajian-kajian yang telah dijalankan, membuktikan program-program pembasmian kemiskinan yang berorientasikan perniagaan dan keusahawanan mempunyai potensi untuk membantu golongan miskin meningkatkan pendapatan mereka, sekali gus membasmi kemiskinan. Oleh yang demikian, masalah dan kekangan dalam melaksanakan program-program tersebut perlulah diatasi. Penambahbaikan perlu dilakukan agar dapat melicinkan pentadbiran dan pelaksanaan aktiviti-aktiviti di bawah program-program tersebut serta dapat meningkatkan pendapatan peserta-peserta yang mengikutinya. Seterusnya melalui penambahbaikan ini juga diharapkan dapat membantu kerajaan dalam membasmi kemiskinan di Malaysia.

### **Rujukan**

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## **Nyanyian Pantun Dalam Tarian Selong Perkahwinan Cocos di Sabah.**

**Isa Romtie, Asmiaty Amat & Lokman Abd. Samad**

Universiti Malaysia Sabah

Email of corresponding author: ithariffatirdina@gmail.com

### **Abstrak**

Etnik Cocos merupakan masyarakat minoriti yang menetap di Sabah. Orang Cocos merupakan antara masyarakat yang memiliki pantun dalam adat perkahwinannya. Antaranya pantun mintak anak orang (meminang), melamar, seminggu sebelum perkahwinan dan semasa perkahwinan, iaitu keramaian meraikan pengantin atas pajangan (pelamin). Kajian ini telah dilakukan di Kampung Balung Cocos, Tawau dan Kampung Skim Cocos, Kunak dimana orang Cocos menetap di situ. Pantun Cocos sangat unik dan memiliki persamaan dengan pantun Melayu. Namun begitu, masih terdapat perbezaannya antara kedua-dua pantun seperti dari segi pengucapan dan pemilihan diksinya. Keunikan pantun Cocos dapat dilihat semasa tarian Selong dilangsungkan. Ketika ini, pengantin akan duduk di atas pajangan (pelamin) yang disaksikan oleh sanak saudara, jiran tetangga dan para tetamu yang hadir. Persembahan tarian Selong akan diadakan selepas acara menarik “daun lepat” dan “melenggok Kemanten.” Persembahan ini akan melibatkan keluarga pengantin lelaki dan perempuan, jiran tetangga dan tetamu yang hadir. Nyanyian pantun akan mengiringi persembahan tarian Selong berserta muzik dan biola. Pantun yang dilagukan terkandung pengajaran dan nilai murni, disamping hiburan kepada pendengarnya.

**Kata Kunci** : Cocos, perkahwinan, pantun, selong dan sabah.

### **Pendahuluan**

Pantun merupakan warisan masyarakat Melayu yang popular sejak zaman berzaman kerana mewarnai dan mengindahkan budaya orang Melayu. Pada zaman dahulu, pantun merupakan alat komunikasi yang sangat terkenal digunakan oleh setiap golongan dan lapisan masyarakat. Berpantun menjadi amalan kehidupan harian antara anggota masyarakat di majlis-majlis keraian atau dalam perhubungan yang ditentukan suasana kehidupan pada masa-masa tertentu. Hari ini, pantun muncul dalam majlis-majlis tertentu seperti pembudayaan bahasa, pinang-meminang, persandingan, acara berbalas pantun dan beberapa peristiwa lain (Rais Yatim, 2013).

Dunia Melayu mempunyai pelbagai bentuk dan jenis puisi Melayu tradisional. Kekayaan masyarakat Melayu tradisional tercipta dari kekayaan budi, ketinggian imaginasi, dan kehalusan jiwa mereka. Antaranya pantun yang telah memiliki keistimewaan dan keunikan pada masyarakat tradisional. Sebenarnya puisi Melayu tradisional merupakan warisan leluhur yang lahir dari daya kreatif berdasarkan pemikiran dan pengalaman orang tua-tua. Dunia pantun terhasil berdasarkan unsur-unsur tertentu dengan diperkukuh secara teratur, tersusun dan disempurnakan dengan cara bersistematik. Dengan ini dunia pantun muncul sebagai satu dunia yang utuh, kompak dan konkrit. Istilah atau perkataan pantun yang kita gunakan sebagai istilah atau perkataan kepada suatu bentuk sastera adalah ternyata muncul daripada aspek-aspek teknikalnya yang sedemikian rupa untuk melontarkan perasaan dan pemikiran dalam iklim dan suasana pengucapan dan kebahasaan yang tertentu (Mohd. Rosli Saludin, 2007).

Harun Mat Piah (1989) telah menjelaskan definisi pantun, iaitu berdasarkan aspek dalaman dan luaran atau struktur visualnya. Aspek dalaman pantun meliputi unsur estetik dan isi (tema dan persoalan). Unsur estetik pantun dapat dilihat berdasarkan dua aspek. Pertama, yang berkaitan penggunaan lambang-lambang tertentu, iaitu terdapat dalam pantun mengikut tanggapan dan pandangan dunia masyarakat Melayu. Kedua, berdasarkan hubungan makna antara pasangan pembayang dengan pembayang maksud sama ada secara konkrit atau abstrak.

Masyarakat Cocos juga memiliki pantun tersendiri di dalam mewarnai budaya masyarakatnya. Pantun atau *panton* yang lebih sinonim dengan sebutan dan lenggok orang Cocos ketika bercakap. Mereka menggunakan pantun sewaktu upacara perkahwinan yang bermula dari upacara *mintak anak orang* (merisik), meminang, melamar, seminggu sebelum perkahwinan, semasa keramaian dan pasca perkahwinan. Pantun digunakan bukan sahaja sebagai pembuka bicara dan penutup majlis tetapi turut dijumpai dalam persembahan tarian. Pantun Cocos juga digunakan bertujuan mendidik pendengarnya dan memberi nasihat serta berhibur. Unsur hiburan sangat terserlah dalam pantun Cocos seperti acara tari menari, iaitu tarian *Melenggok*, *Melenggok Kemanten*, *Selong* dan *Samba Kahwin* kerana elemen pantun akan dilagukan sambil diiringi muzik gendang dan biola. Orang tua-tua Cocos biasanya akan mendahului dalam tradisi berpantun kerana terkenal dengan kemahiran berbalas pantun.

### **Latar Belakang Orang Cocos**

Pulau Cocos-Keeling atau Pulau Cocos lebih dikenali dengan nama 'Pulau Kelapa' di kalangan penduduk pulau itu merupakan tempat asal orang Cocos. Kedudukannya terletak di tengah-tengah Lautan Hindi kira-kira 900 kilometer dari pulau terdekat, Pulau Krismas dan 1000 kilometer dari Jawa serta 2768 kilometer dari ibu kota negeri Australia Barat, Perth (Wan Hashim Wan Teh, A. Halim Ali, 1999:20).

Orang Cocos atau Kokos merupakan kumpulan penduduk yang hidup terasing dari dunia luar dari segi geografi, sejarah, politik dan bahasa. Selama *lapan* generasi masyarakat Cocos hidup dalam keadaan keterasingan, dan berusaha membangunkan ekonomi yang mereka kongsi bersama. Sikap kesetiaan dan bertanggungjawab terhadap keluarga begitu tinggi. Penglibatan masyarakat Cocos terhadap agama Islam sangat memberansangkan disamping berusaha mendalami ilmu tersebut (Pauline Bunce, 1993:78).

Penghijrahan orang Cocos disebabkan meletusnya perang dunia kedua kerana kepadatan penduduk semakin ramai melebihi bilangan yang mampu ditanggung oleh asas ekonomi pada masa itu. Hal ini menyebabkan masalah kekurangan makanan di waktu-waktu tertentu seperti ketiadaan beras dan terpaksa makan kelapa yang dicampur dengan ubi dari teluk di pulau tersebut. Lantaran itu, kerajaan British menggalakkan penghijrahan keluar terhadap penduduknya. Pada tahun 1948, kira-kira seramai 1,600 penduduk berhijrah terutamanya menuju ke North Borneo (Sabah) sebagai pekerja lading (Wan Hashim Wan Teh, A. Halim Ali, 1999).

Sehingga ke hari ini, biarpun berpuluh tahun meninggalkan negara asal dan saudara mara, tetapi budaya dan cara hidup mereka masih dikekalkan hingga ke hari ini. Antaranya tradisi berpantun masih menghidupkan setiap acara yang diadakan oleh masyarakat Cocos. Pantun telah dianggap sebagai lambang penyatuan antara mereka dalam masyarakat tersebut. Antara elemen pantun yang digunakan ketika meraikan pengantin di atas *pajangan* (pelamin) dengan mempersembahkan tarian *Selong* yang ditarikan oleh kaum keluarga dan tetamu yang hadir pada masa itu. Penyatuan dan semangat kekitaan dikalangan keluarga dan masyarakat amat terserlah dalam budaya orang Cocos sebagai lambang kesepakatan dan perpaduan mereka (Romtie Itla, 81 tahun).

### **Keunikan Nyanyian Panton Dalam Tarian Selong**

Persembahan tarian *Selong* sudah berakar umbi sejak di negara asal sehinggalah penghijrahan masyarakat Cocos ke Borneo. Tradisi tarian *Selong* ini masih menjadi nadi penggerak di dalam beberapa acara terutamanya ketika majlis perkahwinan dan beberapa upacara tertentu. Seakan tidak lengkap majlis yang diadakan jika tidak ada kehadiran tarian *Selong*. Keunikan tarian ini sangat terserlah kerana dalam hiburan dapat menyatukan segenap masyarakat Cocos dari setiap lapisan umur.

Tarian *Selong* antara acara yang dipersembahkan ketika majlis perkahwinan meraikan pengantin di atas *pajangan* (pelamin). Acara ini kebiasaannya akan diadakan selepas perarakan pengantin lelaki menuju ke rumah pengantin perempuan. Sebaik sahaja Pak Imam bersama *Pak kemiti* (pembantu imam), dan kaum bapa membaca doa kesyukuran, acara keraian akan dimualakan bersama tetamu yang hadir. Pantun dan tarian *Selong* tidak dapat dipisahkan kerana kedua-duanya saling melengkapi. Ini kerana dalam tarian *Selong* akan ada pantun yang dilantunkan sebagai nyanyian untuk melengkapi gerak tarinya (Isa Romtie, 2016).

Kaum keluarga, sanak saudara dan jiran tetangga yang hadir dalam majlis perkahwinan pengantin akan dipelawa untuk turut serta membuat persembahan tarian *Selong*. Orang tua-tua sama ada lelaki atau perempuan akan mendahului dalam pembukaan tarian ini. Kemeriahan yang sangat terasa dengan sahutan berbalas pantun oleh orang tua-tua yang sememangnya bijak dalam melantunkan pantun mereka. Keseronokkannya lebih terasa apabila tarian *Selong* diiringi dengan muzik biola dan gendang oleh pemuzik dikalangan masyarakat Cocos sendiri. Lebih menarik apabila pantun yang dilantunkan menggunakan bahasa serta sebutan dan intonasi serta lenggok orang Cocos bercakap setiap hari. Lagak dan tingkah pemantunnya akan memeriahkan lagi suasana ketika itu, disamping persembahan tarian oleh kaum keluarga dan sanak saudara.

Dalam tarian *Selong* tidak terhad tema pemilihan pantun kerana tidak ada garis panduan yang ditetapkan untuk memilih setiap pantun yang akan dipersembahkan. Sebaliknya, pantun yang dilantunkan mengikut kebebasan dan kesesuaian para pemantunnya dengan memilih tema yang dikehendaki. Apa yang penting, pantun yang dipilih mempunyai nilai-nilai baik dan unsur didikan serta nasihat kepada pendengarnya. Terutamanya kepada pasangan pengantin yang sedang diraikan kerana baru melayari kehidupan berumahtangga.

Antara lagu pantun yang terdapat dalam persembahan tarian *Selong* adalah seperti berikut;

Ari (hari) minggu duduk menyucik  
Ambik piso (pisau) mengupas kates (betik)  
Anak muda lagi menyucik  
Air mata jatuh (jatuh) menetes (menitis)

(Arsah Bidol, 77 tahun)

Pakek (pakai) selipar jalan pelaan (perlahan)  
Sambil mengesek tali biola  
Perot lapar boleh di ta'an (tahan)  
Ati (hati) yang asik menjadi gila

(Hjh. Romtie Itla, 81 tahun)

Dari bukit ke kandang lembu  
Petang-petang mentari silu (silau)  
Jangan adik bermalu-malu  
Kerna kita jumpa selalu

(Hj. Mydin Salam, 78 tahun)

Anak tikus dalam perigi  
Anak Cina bakar merecon  
Selamat tinggal abang yang pergi  
Buah hati pengarang jantung

(Hjh. Arsie Bidol, 77 tahun)

Terang bulan bintang bercahaya  
Anak gagak bermakan padi  
Kalok (kalau) adik tidak percaya  
Belah di dada liat (lihat) di hati

(Arsah Bidol, 77 tahun)

Malam ini malam Kamis (Khamis)  
Abang menembak keluar mimis  
Tengah malam bangun (bangun) menangis  
Rasa di samping si hitam manis

(Hjh. Arsie Bidol, 77 tahun)

Cempedak nangka getahnya putih  
Urat di dalam kasar isinya  
Jumpa adik hatiku kasih  
Sebab sudah tahu budinya

(Hj. Mydin Salam, 78 tahun)

Ujan lebat baik berpayung  
Jangan kita basahkan badan  
Di mana tempat mau bergantung  
Kalok tidak susahkan badan

(Bahdie Itla, 76 tahun)

Tumbuk-tumbuk kateng-kateng  
Mata kail diikat benang  
Rajin belajar pagi petang  
Kalok besar nanti senang

(Arsah Bidol, 77 tahun)

Kalok ujan jangan tempias  
Kalok tempias banjir di kali  
Kalok dibuang jangan didiak  
Kalok didiak balik kembali

(Hjh. Arsie Bidol, 77 tahun)

Maksud rangkap pertama pantun menjelaskan seorang anak gadis yang sedang duduk menyuci kain sambil terkenang kekasihnya yang jauh. Kerinduannya seakan tidak dapat dibendung sehingga menitis air mata kerana terlalu menyayangnya. Dalam baris kedua pembayang pantun, iaitu “Ambik piso (pisau) mengupas kates (betik)” menggambarkan pisau sebagai benda yang tajam lalu terkena tangan dan berdarah. Demikian hati seseorang yang sedang gila dilamun cinta, sangat sensitif dengan usikan atau gurauan terutama apabila berjauhan.

Rangkap kedua pantun telah menerangkan bahawa kelaparan seseorang boleh sahaja ditahan dari makan dan minum. Namun tidak boleh dikawal perasaan apabila dilamun cinta kerana sentiasa terkenangkan kekasih hati. Demikian baris keempat pantun “Ati (hati) yang asik menjadi gila,” mengibaratkan perasaan seseorang yang tidak dapat dibendung lagi kerana tidak sabar ingin bertemu pasangannya.

Pantun ketiga, dapat digambarkan pada setiap baris maksudnya, iaitu anak dara yang sangat pemalu orangnya dan memiliki sifat kelembutan serta keayuan dalam dirinya. Dia tidak biasa berjumpa dengan lelaki secara terbuka terutama yang tidak dikenalnya. Kesopanan dalam pantun ini ketika dilantunkan sangat menonjolkan cara pemantun melantunkan pantunnya. Penyampaiannya seperti memujuk dan mengharap cintanya diterima.

Dalam rangkap pantun keempat, menjelaskan pasangan kekasih yang akan berpisah buat sementara waktu, disebabkan tugas dan tanggungjawab. Perpisahan mereka ini tidaklah menunjukkan kesedihan di antara mereka kerana waktu akan menemukan mereka semula. Apa yang menariknya dalam pantun ini ketika dilantunkan adalah lebih bersahaja dan menunjukkan senda gurau kepada tetamu yang hadir.

Merujuk pantun kelima, baris maksud pantun telah menjelaskan sikap saling percaya antara pasangan yang sedang bercinta. Sememangnya kejujuran sangat penting untuk mempertahankan hubungan yang dibina bagi meneruskan hidup berumahtangga. Tanpa ada perasaan saling percaya, maka rosaklah pertalian cinta yang telah dibina. Walau bagaimanapun, pantun ini agak menarik kerana menggunakan peribahasa Melayu, pada baris maksud keempat pantun, iaitu “Belah di dada liat (lihat) di hati.” Ini kerana kejujuran seseorang itu, bukan hanya dilihat pada luaran sahaja, tetapi dalaman sangat penting untuk dinilai. Terutamanya apabila melibatkan soal hati dan perasaan seseorang.

Seterusnya, pantun keenam masih bertemakan pantun percintaan dan kasih sayang. Maksud baris pantunnya adalah kerinduan seseorang yang teringatkan kekasih hati sehingga terbangun pada waktu tengah malam, lalu duduk menangis. Dalam baris keempat pantun menyatakan bahawa kekasih yang dirindukan itu adalah seorang yang hitam manis kulitnya. Ini menunjukkan bahawa lelaki yang berkulit hitam manis ditonjolkan memiliki sifat keperibadian yang baik, walaupun kulitnya tidak seperti lelaki lain yang selalu menjadi kegilaan kaum wanita. Namun hati budinya dapat menambat hati mereka yang benar-benar inginkan kebahagiaan hidup bersamanya.

Rangkap ketujuh pantun membawa maksud tentang seorang lelaki yang sudah berkenan dengan wanita pilihannya. Bukan baru sekali dia melihat dan bertemu, tetapi sudah kerap berjumpa sehingga sudah tahu hati budinya. Setiap kali berjumpa, pasti hati lelaki tersebut menjadi berbunga-bunga dan gembira melihatnya. Penggunaan frasa “cempedak dan nangka” amat sesuai penggunaan pada baris maksud pantunnya kerana mengibaratkan buah tersebut seperti pasangan lelaki dengan wanita. Oleh itu, pemilihan kata dan objek dalam pantun ini sangat bersesuaian sekali.

Pantun kelapan membawa maksud kesusahan dan kepayahan yang dilalui oleh seseorang dalam mengharungi hidup. Dia seperti tidak ada tempat bergantung untuk mengaduh nasib kerana tidak ada sesiapa yang diharapkan. Hanya pada dirinya sendiri tempat dia mengumpul kekuatan untuk meneruskan kehidupan. Dalam baris pembayang pantun, iaitu “Ujan lebat baik berpayung, jangan kita basahkan badan” sangat sesuai dipadankan dengan maksud pantun ini kerana hujan yang turun, lalu menggunakan payung sebagai tempat untuk berlindung. Terdapat persamaan antara baris pembayang dan maksud dalam menyatakan isi pantun yang dilantunkan oleh pemantun.

Begitu juga pantun kesembilan yang menjelaskan orang yang rajin belajar dan berusaha dengan tidak kira masa akan menjadi senang suatu hari nanti. Kejayaan seseorang itu akan membuahkan hasil dengan usaha yang dilakukan kerana tidak pernah berputus asa. Penyampaian pantunnya lebih spontan tetapi masih bertujuan untuk mendidik pendengarnya. Ini jelas pada baris pertama pembayang pantun, iaitu “tumbuk-tumbuk, kateng-kateng” yang memperlihatkan keseronokkan sewaktu penyebutan frasa baris pantunnya. Malah menunjukkan keseragaman rima semasa pengucapannya.



Rangkap kesepuluh pantun yang bertemakan nasihat telah menjelaskan bahawa sesuatu yang telah ditinggalkan oleh seseorang itu, jangan sekali-kali dilihat semula atau ingin mengambilnya kembali. Ini kerana akan membawa rasa kecewa dan hampa bagi diri mereka. Perkara yang sudah berlaku sebaiknya dilupakan dan jangan terus dikenang kerana akan merosakkan diri sendiri. Dalam pantun ini sebenarnya telah menggambarkan serba sedikit berkaitan masyarakat Cocos sewaktu meninggalkan tanah air mereka disebabkan kesempitan yang dialami pada masa itu. Mereka terpaksa belayar pada waktu malam kerana tidak mahu bersedih meninggalkan tempat halaman dan sanak saudara yang masih berada di Pulau Cocos (Pauline Bunce, 1993). Apa yang menarik dalam pantun ini juga kerana keempat-empat baris pantun pembayang dan maksud telah menggunakan perulangan frasa “kalok” iaitu yang bermaksud “kalau.” Perulangan frasa ini menunjukkan keseragaman pada setiap baris pantunnya kerana diawal kata menggunakan frasa “kalok.” Demikian juga penggunaan bahasa dan cara sebutan Cocos turut dijumpai dalam pantun ini seperti *didiak*, *ujan* dan *kalok*.

Acara meraikan pengantin di atas *pajangan* (pelamin) sangat menyeronokkan bagi semua pihak terutamanya kaum keluarga, sanak saudara dan jiran tetangga. Ini kerana persembahannya yang tidak formal dan lebih mementingkan hubungan kekeluargaan dan kekitaan dalam masyarakatnya. Bukan sahaja kaum keluarga dan sanak saudara yang menarikan tarian ini tetapi pengantin juga akan dibawa bersama untuk berhibur. Pantun yang dilantunkan juga lebih spontan dan mengikut gerak hati pemantun pada masa tersebut. Sorakan diantara mereka akan memeriahkan lagi persandingan pengantin di atas *pajangan*.

### Penutup

Walaupun masyarakat Cocos merupakan minoriti yang mendiami Negeri Sabah, tetapi kehadiran mereka turut menyumbang kepada perkembangan budaya dalam masyarakat peribuminya. Pantun sebagai pelengkap dalam tarian *Selong* telah memberi kesan kepada penyatuan dikalangan masyarakat Cocos. Bukan hanya orang tua-tua yang memainkan peranan dalam acara ini, tetapi generasi muda terlibat sama dalam tarian *Selong*. Pantun yang dilantunkan oleh orang tua-tua memiliki keunikan pada bait pembayang dan maksud pantunnya. Dalam pantun terselit unsur pengajaran dan didikan kepada masyarakat pendengarnya. Biarpun, pantun disampaikan dalam bentuk nyanyian tetapi nilai pengajaran terserlah pada setiap baris pantun yang dilantunkan.

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**Temu bual Informan**

Arsah binti Bidol, umur 77 tahun, temua bual dikediaman, di Kampung Skim Kokos, Kunak, pada 5 Ogos 2017.

Arsie binti Bidol, umur 77 tahun, temua bual dikediaman, di Kampung Balung Cocos, Tawau, pada 1 Ogos 2017.

Bahdie binti Itla, umur 74 tahun, temu bual dikediaman, di Kampung Balung Cocos, Tawau, pada 10 Ogos 2017.

Mydin bin Salam, umur 78 tahun, temu bual dikediaman, di Simpang Empat, Kunak, pada 5 Ogos 2017.

Romtie bin Itla, umur 81 tahun, temu bual dikediaman, di Kampung Balung Cocos, Tawau, pada 1 Ogos 2017.

# Comparative Study of Space Configuration and Distribution in the Context of Hospitality Planning: The Case Study of Pangkor Laut Resort, Malaysia and Thanyapura Sport Hotel, Thailand

Ahmad Faiz Hassan Naziri<sup>a</sup>, Tajul Edrus Nordin<sup>a</sup> & Kushairi Rashid<sup>b</sup>

<sup>a</sup> Department of Architecture,

<sup>b</sup> Department of Town Planning,

Faculty of Architecture, Planning and Surveying (FSPU), Universiti Teknologi Mara Perak Branch, Seri Iskandar Campus, Perak

Email of corresponding author: ahmad702@perak.uitm.edu.my

## Abstract

By the year of 2020, Malaysia is expected to received 36 million of tourist that receipts RM168 billion to the country revenue. Through sport tourism, Malaysia has mobilized various international level sport events such as SEA Games 2017, Formula One and Moto GP to achieve the number. Despite the significant volumes of the market, preliminary findings are suggesting, hospitality planning in Malaysia has little concerns on the importance of space configuration and distribution to satisfy sport tourist needs. This paper is seeking to understand types of sport tourists, ideal space configurations and distribution in hospitality space planning to support sport tourism, subsequently, assess space configuration and distribution in hospitality premises in Malaysia. Using case study as the key method, the core focus of the study to: "Identify the type of sport tourists", "Determine spatial configuration and distribution of spaces required based on sport tourist needs" and "Determine how does space of Malaysia hospitality industry compared to some established sport facilities". Selection of case studies are carefully made considering criteria of hospitality facilities with similar spatial characteristics but vary in locality context. The study yielded better understanding on space and people interaction in the context of sport facilities, which the central to achieving an ideal spatial environment for sport tourism industry. Findings of the study suggesting space configuration and distribution for hospitality facilities in the selected case study in Malaysia are merely a resort rather a sport resort with strong traditional architecture image, thus, have great potential to become a prominent hospitality facilities based on sport tourism.

**Keywords:** *Sport tourism, built environment, facilities, interaction,*

## 1. Introduction

Sports tourism can be classified as one travelling which involves either observing or participating in a sporting event while staying apart from their usual environment (UNWTO, 1995). Today's culture and influence on the behaviour of civilization are the fundamental pillars of sports and tourism. Sports have become a huge international matter with a large amount of media attention, money and also political interest especially since the 1960's. Whereas, tourism remaining as one of the world's largest industry and continuing to expand. A combination of both industries would create an impact on cultural and local aspects. Therefore, sports tourism has been identified to be an upcoming tourism market with significant economic potential. (Ahvenainen, Jenni, 2013)

The present study assessed the provision of the facilities towards the creation of sports activity and how it would able to attract visitors from all over the world. The purpose was to identify whether the factors concerning the tourist attraction towards the creation of such built environment were given due to consideration in relation to the building users in the design of the sports tourism's element.

## 2. Literature Review

People nowadays have been able to move to various locations and take part in these sport tourism activities with the invention of land, sea and air travel in the past century. Furthermore, with the creation of these new transportation methods, people began to require accommodations further away from their homes. This led to the massive development of numerous hotels, inns, and motels. (Ross, 2001)

In order to identify the type of interaction, two factors have been developed as a parameter of the study. First, identification and experiences of tourist needed during sport tourism. Second, findings on the existing spatial configuration & distribution of spaces of the sport tourist facilities. This is to ensure motivational point of having a sport tourism in the specific hotels which to be the case studies.

For the market of the sports tourism, it can be classified into five major groups which have its own purposes for the tourism function, ranging from an accidental visitor, fanatic sports supporter, and amateur athletes to elite athletes.

**Tourism with sports contents** - The biggest of the types, including the various ranges of activities and providers. Sport and sports facilities or opportunities do not play any major part in the choice destination. It would rather be spontaneous than being planned.

**Sports participation tourism** - The clearest categories and refers to multi-sports or single-sports participation tourism at the most basic level.

**Sports training** - Consist of trips which the main purpose is sports instruction and training ranging from amateurs to professional athletes.

**Sports events** - Referring to the tourism where major purpose of the trip is to participate in the sports event, either as an observer or a participator.

**Luxury sports tourism** - Doesn't define by definition to the norm of the sports involved in the trip but rather it is the condition of the facilities and the luxurious state of the accommodation and attendant facilities and service qualities.

Adding to this Peric, (2010) it is also ascertained importance of coupled concept of experiences with unforgettable memories of events that seductively inspiring and influencing the tourist. Experiences are collective varying on whether the tourist is active or passive, and whether the tourist is mentally absorbed or physically engaged by the experience. Regardless, majority of the tourist find experiences related to entertainment, edutainment, aestheticism and escapism. Based on the previous review concerning the five markets for sports tourism, the categories are somehow reflected and affected by the four experiences mentioned above. In order to establish an adequate system of experience tourism, managers of the sport related tourist industry need to know the motives and profile of participants and the types of sports tourism it has acknowledged.

Based on the evidence, it can be concluded that there are four basic character for experiences that could integrate all the mentioned for the system of experience, which is;

**Entertainment experience** – The tourists which are mainly passive; intending to extract experiences through their senses.

**Edutainment experience** – tourists seek to get actively involved in proposed experiences; eager to learn in an entertaining way.

**Aestheticism experiences** – Tourists which are already passive; seeking to bathe themselves into an environment or event.

**Escapism experiences** – Tourists seek for hyperactivity and joining it.

From the other factors given, it has been stated that there would be evidence for visits based on the architectural elements on the existing spatial configuration & distribution of spaces of the sport tourist facilities. Architecture tourism not only acts as a landmark and providing orientation, it also shapes the landscape of the surrounding area over a long period. (Endbericht, 2007) As the result of the aesthetic value, as well as the indulgence quality of the local context, it attracts visitors to come and experience those scenery moments. These quality buildings can be identifying as the fundamental touristic success of a destination, thus influencing and increasing the economy and the community.

Space adjacency planning is about deciding where to place a department or facility on site depending on certain needs (White, 1986). It is a major step in determining the strategic space planning in built environment. There are many decisions that needed to be considered for provisions of facilities in hotels and this step helps to visualize the layout. having the space adjacency analysis helps further in identify critical goals and identify challenges as well as opportunities in the facilities provided, such as the target user of the sport tourism.

Space planners transform the information collected regarding sport tourism into proposed group and functional adjacencies that will enhance work flow, communications, and traffic patterns and address special needs and group support functions (Neuman, 2011). With these further information, several information are needed in ensuring a better and suitable results from this study, such as spatial planning and space adjacency diagram, which will be taken into account for the application on case studies.

**Table 1** : Identification and experiences elements of sport tourism

<b>Factors</b>	<b>Analysis</b>
Building <ul style="list-style-type: none"> <li>• Name</li> <li>• Location</li> <li>• Ratings</li> </ul>	<i>To acknowledge the name and the location of the building to which it is within the tropical climate area.</i>
Type of Sports visitors <ul style="list-style-type: none"> <li>• Sport content</li> <li>• Sport participate</li> <li>• Sport training</li> <li>• Sport events</li> <li>• Sport luxury</li> </ul>	<i>To acknowledge the types of sport tourist that would be the target customer and guests of the building in which to determine the level of the visitors coming to the building.</i>
Experience of sport <ul style="list-style-type: none"> <li>• Edutainment</li> <li>• Entertainment</li> <li>• Aestheticism</li> <li>• Escapism</li> </ul>	<i>The acknowledge the supporting elements within the site of the building that might help in promoting the sports tourism industry and the building itself based on the criteria of the site context, provision of supporting facilities nearby and the architectural elements of the building.</i>
Factors of influences <ul style="list-style-type: none"> <li>• Site context</li> <li>• facilities nearby</li> <li>• architectural elements</li> </ul>	<i>To study the reason of tourist which influenced them to visit the building there as based on the criteria mentioned.</i>
Provision of spaces	<i>To acknowledge the layout of the facilities provided in which the types of facilities provided suit the needs of the sport tourist</i>
Space adjacency diagram	<i>To further acknowledge the spatial planning and zoning of the hotels in which the facilities cater for this type of tourist.</i>

### 3. Methodology

During the application of case study as the core method of the study, sites are carefully chosen based on availability of a sport facilities at hospitality premises. This include availability of a fitness centre, accommodation area, medical and health centre and also all the supporting facilities for sport training. These criteria are mapped out from international design guidelines for sport centre which highlighted on the greater general understanding of overall design concepts and local economy factor, appreciation of technical issues and the critical factors that need to be considered in reaching the appropriate target of a sports training facilities. (Coates, 2005) In addition, case study sites were selected based on the premises capacity and capability to organise sport events in the past.

Application of the criteria identified, Pangkor Laut Resort, Malaysia and Thanyapura Sport Hotel, Thailand are suitable hospitality premise for the study. Both premises have staged sport events, such as triathlon, marathon and swimming competition in the past. Both sites are also located at the similar tropical region, and have geo-spatial and socio-economic context.

Following the selection, the selected sites are compared based on earlier develop parameter, identification & experiences and spatial configuration & distribution. The parameters have been used substantially to study the interaction effect of the tourist and the built environment, subsequently to establish space importance of the two hospitality building.

The collected data were analysed using the space adjacency analysis diagram, an analysis used by architects in identifying spatial importance, interaction and adjacency in spatial planning (White, 1986). Space adjacency analysis can facilitate the smooth operation of the case studies by optimally laying out the building space.

### 4. Results and Discussion

**Figure 1 : Thanyapura Sport Hotel, Thailand**



**Figure 2 : Pangkor Laut Resort, Malaysia**



**Table 2 :** Laying out the configuration of the case studies selected.

Factors	Thanyapura Sports Hotel	Pangkor Laut Resort
<b>Location</b>	Phuket, Thailand	Perak, Malaysia
<b>Building type</b>	Hotel, training facility	Hotel, island resort
<b>Ratings</b>	5 star	4 star
<b>Facilities</b> <ul style="list-style-type: none"> <li>• Sports</li> <li>• Water sports</li> <li>• Relaxation</li> <li>• Spa &amp; mediation</li> <li>• Leisure</li> <li>• Health &amp; medical</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<b>Type of visitors</b> <ul style="list-style-type: none"> <li>• Sport content</li> <li>• Sport participate</li> <li>• Sport training</li> <li>• Sport events</li> <li>• Sport luxury</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<b>Experience of sport</b> <ul style="list-style-type: none"> <li>• Edutainment</li> <li>• Entertainment</li> <li>• Aestheticism</li> <li>• Escapism</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<b>Provision of Accommodation</b>	Scattered but arranged according to functionality	Linear arrangement and above water body (on stilt)
<b>Factors of influences</b> <ul style="list-style-type: none"> <li>• Site context</li> <li>• facilities nearby</li> </ul>	<p><i>Site Context:</i> a well-known luxurious tropical island among international sport tourist.</p> <p><i>Facilities Nearby:</i> a few sports programme such as golf course, water sports and cycling events. The location of the building is also near the hotel, allowing any water sports or beach sports related activities</p>	<p><i>Site Context:</i> a luxurious tropical area close to the water body, having better experience with nature.</p> <p>•<i>Facilities Nearby:</i> A few sports events held there annually, such as marathon and swimming, but these events are not related to the facilities provided. The hotel itself is merely for a resort rather than a sport hotel</p>
<b>Space Adjacency Diagram</b>		

Based on table 2, the two case studies have been conducted through the factors created from the literature reviews.

For the Thanyapura Sports Hotel, it has a great quality in terms of provision of accommodation and the facilities. Having the highest standard for the facilities especially the trainer and professional coaches, it also came with a wide range of sports courts for training or for leisure activity. Given a rating of five-star hotel, it is suitable for any type of sports tourist to come and have a relaxation moment while having a sports and recreational activity there.

The physical, status and prestige motivators are among the main reason why tourist would like to come here. Being it located in Phuket Island, there is no discussion needed in relating it to attract sport tourist to come there as it is one of the most famous tourist destination in Southeast Asia. Having a tropical element within the Thai architecture strengthens the image of the building as a sports tourism architecture destination.

On the other hand, Pangkor Laut Resort, being located on an island also, does have the factors needed for an architectural sports tourism destination. With a five-star rating also for the accommodation and the facilities, it welcomes tourist to have a relaxation moment in a luxurious place within a tropical environment. Although the sports activity focused on the building is mainly water sports activity, it is considered acceptable for this study, even though it limits the type of sports activity that can be handled at the premise.

Since the island is smaller than to Phuket Island, there aren't many major sports event handled there, thus allowing only for specific type of sports tourist. But the site context of the area and the facilities nearby for relaxation and sports activity provided are suitable for sports tourism. The element of architecture for the building is significant to the local architecture as it portrays the Malay house, which was built on stilts. What makes it even better that it floats above the water, having a cool and passive design for ventilation of the building. This strengthens the possibility of having architectural sports tourism.

## 5. Conclusion

This paper has been carried out to investigate [spatial configuration and distribution of spaces with sport tourism](#), in order to determine the need of sports tourist, which comprises of interactions, visit motivation and the type of experience. Other than the factors of the visitation, the location of the events held are also been studied and carried out to determine which factor does the architectural-related attracts the sport tourists. The study identified space configuration and distribution for Pangkor Laut Resort as merely a resort rather than a sport resort but with strong traditional architecture image, providing a great potential for the premise to become a sport-based resort in the future.

- Sports tourism have created a new form of tourism attraction worldwide which allow professional athletes, amateurs, spectators as well as supporters to come and visit those particular hosting country.
- An incorporation of tropical climate and built environment of facilities proves that the hotels could become a new platform for any international sports activities to be held here.

In conclusion, what can be claimed is that sports, tropical climate and architecture each have its own different qualities and potentials for sports tourism industry and the country it is related to. The main elements here which are sports tourism, local architecture, and tropical climate are one of the most suitable combinations and could become a leading industry in creating a huge economic plan and generate a huge amount of market and job opportunities related to the industry. With the development of



sports industry as well as the high technology in the construction industry, the three later elements can be fused together in creating a harmonious environment between nature and the human being.

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# **Pemahaman dan Keberkesanan Strategi Penjenamaan Dalam Misi, Visi dan Nilai Korporat UDA Holdings Berhad**

**Wahi Irwan Abd Kahar<sup>a\*</sup>, Muhamad Qamar Rahman Md Isa<sup>b</sup>**

<sup>a</sup>Universiti Tunku Abdul Rahman, Malaysia

wahiirwan@utar.edu.my

<sup>b</sup>Universiti Tunku Abdul Rahman, Malaysia

## **Abstrak**

Penjenamaan dalam dilihat sebagai satu fenomena baharu dalam sesebuah organisasi atau entiti bagi tujuan pemerkasaan dan pemartabatan jenama kepada pihak-pihak yang berkepentingan. Tujuan penyelidikan ini dilaksanakan secara total adalah untuk melihat pemahaman, persepsi staf terhadap keberkesanan strategi penjenamaan dalam dan saling kaitan antara kedua-duanya di UDA Holdings Berhad. Justeru sebanyak tiga (3) persoalan penyelidikan telah diaplikasikan dalam penyelidikan ini iaitu: Apakah kefahaman staf mengenai misi, visi dan nilai korporat UDA Holdings Berhad? Bagaimanakah persepsi staf mengenai keberkesanan penjenamaan dalam di UDA Holdings Berhad? Apakah saling kaitan antara tahap kefahaman misi, visi dan nilai korporat dengan persepsi terhadap keberkesanan penjenamaan dalam di UDA Holdings Berhad? Sorotan penyelidikan telah disusun mengikut kepada persoalan penyelidikan ini dengan disesuaikan kepada model strategi komunikasi korporat oleh Paul A. Argenti dan model RACE serta diterjemahkan menerusi rangka kerja penyelidikan. Berikutnya pendekatan kuantitatif menerusi borang kaji selidik telah digunakan untuk pengumpulan data daripada responden di UDA Holdings Berhad. Hasil penyelidikan menunjukkan identiti korporat UDA Holdings Berhad tidak dipromosikan dengan berkesan melalui tindakan yang dirancang dan konsisten.

Kata Kunci: Penjenamaan dalam; Identiti korporat; Visi; Misi; Nilai korporat.

## **1. Pengenalan**

Jenama dilihat berkemampuan dalam menentukan kualiti sesebuah produk atau perkhidmatan kepada khalayak, mewujudkan perbezaan dalam pasaran sesebuah industri serta mempertingkatkan perolehan sesebuah organisasi. Kepentingan sesebuah jenama memerlukan pembangunan yang berterusan dalam usaha untuk memenuhi permintaan pihak yang berkepentingan. Dalam ertikata yang lain, pembinaan sebuah empayar organisasi tidak wajar mengeneipkan kepentingan sebuah jenama. Begitu juga asas sebuah jenama, iaitu pembangunan misi, visi dan nilai korporat organisasi. Channappa (2012) mengupas mengenai kepentingan identiti-identiti korporat dalam memacu perjalanan organisasi, menyediakan hala tuju kepada staf dan memotivasi mereka. Kredibiliti sesebuah jenama tidak terbina dalam sesaat mahupun sehari. Ia merupakan gandingan bahu ke bahu antara pelbagai pihak dan kesan perancangan serta pelaksanaan pelbagai program komunikasi dalam dan luaran. Hal ini dipertegaskan oleh Simoes dan Dibb (2001) bahawa identiti jenama yang kuat adalah penting untuk menyampaikan imej yang konsisten kepada persekitaran dalam dan luaran organisasi, dengan penjenamaan korporat yang memainkan peranan besar. Kay (2006) menyatakan bahawa aktiviti penjenamaan korporat boleh difokuskan kepada pemegang saham, staf dan khalayak berkepentingan yang lain. Lebih dari itu, aktiviti penjenamaan perlu terfokus kepada khalayak yang dikenalpasti. Ini bagi memastikan program penjenamaan dapat mencapai matlamatnya dengan jayanya.

Vallaster (2004) meletakkan penjenamaan dalam sebagai satu (1) fenomena baharu yang mula menarik banyak perhatian dan seterusnya menjadi kunci utama bagi organisasi dalam pembangunan jenama korporat yang kukuh. Menurut beliau lagi ia akan dapat dilaksanakan menerusi penyelarasan

budaya organisasi dengan operasi peringkat dalaman. Ini bertepatan apabila Pringle dan Thompson (2001) menyatakan bahawa keseirngan antara staf dengan nilai dan jenama organisasi berkemampuan menjadikan organisasi memiliki kelebihan berdaya saing. Berdasarkan kepada Melewar dan Karaosmanoglu (2006) telah menunjukkan bahawa organisasi akan dapat membina reputasi yang kuat dan memperoleh banyak pengiktirafan sekiranya staf berkebolehan dan mahir dalam mewakili nilai-nilai sesebuah syarikat kepada pihak luar yang berkepentingan. Justeru penyelidikan ini secara keseluruhannya melihat mengenai keberkesanan strategi penjenamaan dalaman dalam mempromosikan visi, misi dan nilai korporat di UDA Holdings Berhad.

## **2. Sorotan Literatur**

### **2.1 Identiti Korporat**

Identiti korporat cerminan sesebuah organisasi bagi melihat organisasi tersebut secara keseluruhan. Kenyataan ini disokong oleh Cornelissen, Haslam dan Balmer (2007) melalui pendefinisian identiti korporat sebagai satu usaha pembangunan organisasi dalam reka bentuk, pemasaran dan komunikasi korporat dengan menggunakan ketrampilan organisasi kepada khalayak luaran. Identiti korporat dalam erti kata lain dilihat sebagai persona sesebuah organisasi dan ianya diterjemahkan dan disebarluaskan sama ada secara lisan, secara bertulis termasuklah secara grafik dalam reka bentuk logo korporat dan warna.

#### **2.1.1 Misi Korporat, Visi Korporat dan Nilai Korporat**

Misi korporat dalam pelbagai sorotan dirujuk sebagai pernyataan tujuan, pernyataan nilai, matlamat serta strategi dan falsafah korporat. Pernyataan ini disokong oleh Wheelen dan Hunger (2008) yang menyatakan bahawa misi merupakan tujuan atau sebab yang membawa kepada kewujudan organisasi. Hill dan Jones (2009) memperakukan bahawa pernyataan misi perlu memacu pengoperasian organisasi, menyatakan matlamat secara keseluruhan, menyediakan hala tuju dan memandu proses pembuatan keputusan. Channappa (2012) pula telah mentakrifkan misi sebagai tujuan asas organisasi secara ringkas yang menerangkan kewujudannya dan tindakan-tindakan untuk mencapai visinya.

Pembinaan visi korporat diwujudkan untuk menyokong pembangunan misi. Namun visi merupakan pernyataan yang dirangka untuk masa hadapan atau dalam erti kata lain, untuk jangka masa panjang. Channappa (2012) mendefinisikan visi sebagai satu panduan yang menjadi inspirasi jangka masa panjang yang menetapkan wawasan dan hala tuju pengoperasian organisasi pada masa hadapan. Pernyataan visi menurut beliau akan dapat mendasari dalam proses pembuatan keputusan dalam organisasi. Quimby (2009) pula berpandangan visi menjadi faktor kepada kewujudan organisasi. Beliau berkata, pernyataan visi tidak sesekali berubah kerana ianya bukan melibatkan pernyataan mengenai produk, teknologi atau perkhidmatan.

Selanjutnya pula nilai-nilai korporat merupakan antara perkara yang penting seiring dengan misi dan visi sesebuah organisasi. Nilai korporat akan bergerak seiring dengan misi dan visi bagi mendasari segala bentuk keputusan dalam memacu dan melonjakkan perjalanan operasi organisasi. Bellevue Chamber of Commerce (2012) mendefinisikan nilai korporat sebagai dasar etika dan moral selain asas dalam pembuatan keputusan sesebuah syarikat. Nilai-nilai ini melibatkan antara (3) hingga lima (5) terma yang mendorong kepada pembentukan dan pembangunan kemajuan organisasi (Quimby, 2009). Pada beliau, nilai-nilai korporat merupakan rangkuman etika, prinsip, kepercayaan terhadap organisasi dan perhubungan awamnya. Williams (2010) menyatakan bahawa kebanyakan syarikat mempunyai nilai-nilai korporat yang jelas dan diperincikan dalam pernyataan misi, cogan kata dan sebagainya.

## **2.2 Penjenamaan Dalaman dan Strategi Penjenamaan Dalaman**

Penjenamaan seringkali diaplikasikan oleh pelbagai pihak sama ada pada peringkat individu, kumpulan mahupun organisasi dalam usaha untuk memperkasakan, membudayakan dan seterusnya mempertingkatkan jenama masing-masing. Ini termasuklah dengan mengambilkira faktor-faktor persaingan, permainan ekonomi dan sebagainya. Dalam erti kata lain, penjenamaan dalaman akan menonjolkan kewibawaan, keistimewaan dan membezakan antara sesebuah organisasi dengan organisasi lain (Grossman, 2008). Menurut McQuillan (2007), bagi memastikan penjenamaan dalaman menjadi satu pelaburan yang berjaya, syarikat mestilah memulakannya dengan strategi yang kukuh untuk mendorong jenama melalui pengoperasian organisasi, terutamanya sumber manusia. Beliau menambah, penjenamaan dalaman menekankan mesej yang menyeluruh dalam memberi penakrifan budaya syarikat serta pengukuhan dalam janji jenama. Hasilnya pula adalah satu jenama yang melambangkan tujuan, khalayak dan nilai-nilai sebuah organisasi.

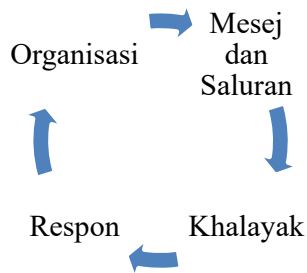
Strategi penjenamaan dalaman bertujuan untuk berkomunikasi dengan jelas mengenai budaya dan nilai-nilai organisasi kepada staf supaya mereka boleh mewujudkan keseirangan dengan budaya organisasi (Punjaisri, Wilson & Evanschitzky, 2008). Organisasi yang berhasrat untuk mengaktifkan penjenamaan dalaman pastinya akan mengimplementasikan strategi-strategi yang efisien. Perkara sebegini amat penting memandangkan setiap satu (1) strategi akan melibatkan kos tanpa mengambilkira sama ada tinggi atau rendah kosnya. Berpegang kepada setiap staf memiliki latar belakang dan peribadi yang berbeza dengan mengambilkira akademik, pegangan agama, taraf pendidikan, taraf jawatan dan sebagainya, setiap strategi penjenamaan dalaman yang dilaksanakan adalah perlu disesuaikan dengan staf yang terlibat.

## **2.3 Perkaitan antara Pemahaman dengan Strategi**

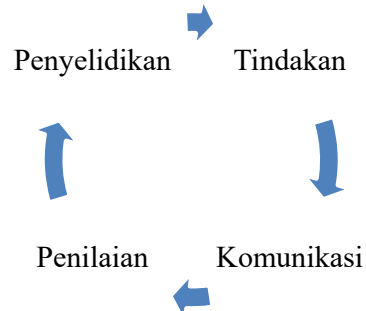
Hultman (2005) menyatakan dengan ketiadaan kefahaman yang jelas mengenai nilai-nilai serta budaya organisasi, akan menyebabkan tingkah laku staf sukar untuk dikawal selain pihak pengurusan tidak akan mempunyai hala tuju yang teguh. Ini secara tidak langsung memperkukuhkan pandangan bahawa positifnya perkaitan antara pemahaman tentang misi, visi dan nilai korporat dengan strategi penjenamaan dalaman. Makanya dengan strategi yang berjaya dilaksanakan untuk mempromosikan identiti korporat tersebut akan membantu memperkasakan pemahaman staf. Pemahaman staf dengan strategi perlulah menunjukkan keseirangan. Strategi perlulah bersifat aktif dan disesuaikan dengan kadar pemahaman staf yang dapat dikenalpasti apabila melakukan penyelidikan sebelum sesuatu aktiviti komunikasi itu dilakukan.

## **2.4 Model Strategi Komunikasi Korporat dan RACE**

Bagi memastikan misi, visi dan nilai korporat ini dapat dibudayakan dan disebarluaskan kepada staf UDA, model strategi komunikasi korporat (Argenti, 1998) dan RACE (Research Action Communication Evaluation) diaplikasikan dan disesuaikan dalam penyelidikan ini untuk melihat sejauh mana kekuatan penjenamaan dalaman dilaksanakan dalam memperkasakan usaha mempromosikan misi, visi dan nilai korporat UDA.



**Rajah 1:** Model Strategi Komunikasi Korporat oleh Argenti

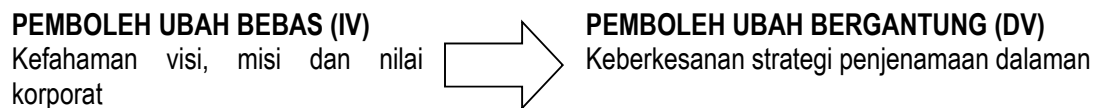


**Rajah 2:** Model Dinamik RACE

Berdasarkan kepada model di atas, komponen pertama adalah organisasi atau objektif, keduanya adalah mesej atau saluran, ketiganya adalah khalayak manakala komponen terakhir pula adalah respon (Argenti, 2009). Model oleh Argenti ini mempunyai persamaan dengan model RACE oleh Marston yang meletakkan penyelidikan atau perangkaan objektif mendahului setiap strategi, kemudiannya tindakan atau program pelaksanaan, seterusnya komunikasi kepada khalayak dan diakhiri dengan penilaian program (Grunig & Hunt, 1984). RACE secara keseluruhannya melibatkan penyelidikan, pengenalpastian program tindakan, perkomunikasian program tersebut untuk mendapatkan pemahaman dan penerimaan seterusnya penilaian kesan daripada usaha komunikasi tersebut (Seitel, 1998).

## 2.5 Rangka Kerja Penyelidikan

IV dan DV dalam penyelidikan ini menunjukkan hubungan yang positif dan seiring. Berikut adalah rajah pemboleh ubah yang terlibat:



**Rajah 3:** Rangka Kerja Penyelidikan

## 3. Kaedah Penyelidikan

### 3.1 Pendekatan Kuantitatif

Penyelidikan ini menggunakan pendekatan kuantitatif bagi memastikan objektif umum dan objektif khusus penyelidikan dapat dicapai dengan jayanya. Sampel penyelidikan merupakan staf UDA Holdings Berhad dengan saiz populasi (N) adalah 1,400. Dengan menggunakan jadual rawak, jumlah sampel penyelidikan dikenalpasti seramai 300 orang sahaja. Penyelidikan ini menggunakan borang kaji selidik yang merangkumi latar belakang responden, kefahaman staf mengenai misi, visi dan nilai korporat serta

persepsi staf terhadap keberkesanan strategi penjenamaan dalaman di UDA Holdings Berhad.

Semua data yang diperolehi daripada borang kaji selidik dianalisa menggunakan perisian Statistical Package for the Social Science (SPSS) yang membantu dalam menunjukkan dapatan kajian. Penganalisaan data menggunakan statistik deskriptif iaitu min, sisihan piawai dan korelasi.

#### 4. Dapatan Kajian dan Perbincangan

Borang kaji selidik memasukkan soalan-soalan mengenai ciri-ciri demografi responden yang merangkumi peringkat umur, jantina, taraf jawatan dan juga tempoh perkhidmatan di UDA Holdings Berhad. Berdasarkan kepada hasil analisa, responden yang terlibat kebanyakannya berumur dalam lingkungan 36 hingga 44 tahun iaitu sebanyak 34.7 peratus manakala responden dalam peringkat umur 45 hingga 52 tahun menunjukkan peratusan terendah iaitu sebanyak 13 peratus sahaja. Sementara itu, kajian ini melibatkan 53.3 peratus responden terdiri daripada staf lelaki manakala selebihnya adalah staf perempuan.

##### 4.1 Tahap Kefahaman Staf Mengenai Misi, Visi dan Nilai Korporat UDA Holdings Berhad

Hasil penyelidikan menunjukkan responden mempunyai pemahaman yang rendah terhadap misi, visi dan nilai korporat UDA Holdings Berhad apabila nilai purata min keseluruhan yang dicatatkan hanyalah 2.51 sahaja. Dalam erti kata lain, usaha-usaha mempromosikan identiti korporat ini tidak berjaya dilaksanakan sepenuhnya atau dalam erti kata lain, tidak melalui proses penjenamaan dalaman yang berkesan sehingga menyebabkan staf kurang memahami identiti korporat yang ingin dipromosikan.

**Jadual 6:** Kefahaman staf mengenai misi, visi dan nilai korporat (n=300).

<b>Identiti Korporat</b>	<b>Min</b>	<b>Sisihan Piawai (SD)</b>
Misi		
Peneraju Pengurusan Aset	2.50	1.026
Peneraju Pembangunan Hartanah	2.17	1.004
	<b>2.34</b>	<b>1.015</b>
Visi		
Komitmen	3.20	0.654
Kualiti	2.93	0.630
Nilai	2.30	0.738
Inovasi	1.70	0.782
	<b>2.53</b>	<b>0.701</b>
Nilai Korporat		
Keyakinan	3.40	0.555
Kehormatan	3.37	0.483
Integriti	2.47	0.847
Progresif	2.30	0.692
Pembaharuan	2.27	0.728
Semangat	2.17	0.735
	<b>2.66</b>	<b>0.673</b>
<b>Jumlah Keseluruhan</b>	<b>2.51</b>	<b>0.796</b>

#### 4.2 Keberkesanan Penjenamaan Dalam Misi, Visi dan Nilai Korporat UDA Holdings Berhad

Secara keseluruhannya, persepsi berkaitan penjenamaan dalam misi, visi dan nilai korporat UDA Holdings Berhad adalah sederhana dengan nilai purata min yang ditunjukkan adalah sebanyak 2.41 sahaja. Begitu persepsi responden adalah sederhana apabila menentukan keberkesanan penjenamaan dalam dengan nilai purata min yang diperolehi adalah kurang daripada 3.00 untuk semua elemen seperti dalam Jadual 7 (objektif, mesej, saluran, tindakan dan maklum balas) yang digunakan bagi mengkaji keberkesanan penjenamaan dalam.

Persepsi responden adalah sederhana dalam asas pembentukan identiti-identiti korporat (objektif) dengan nilai purata min sebanyak 2.66 sahaja. Berikutnya persepsi responden juga adalah sederhana terhadap keberkesanan ruang untuk memberikan maklum balas dengan nilai purata min sebanyak 2.42 sahaja. Begitu pula dalam pembinaan pernyataan misi, visi dan nilai korporat sebagai mesej yang ingin dipromosikan menunjukkan persepsi responden adalah pada tahap sederhana iaitu dengan nilai purata min 2.37 sahaja. Bagi saluran yang digunakan untuk mempromosikan identiti korporat, persepsi responden adalah sederhana iaitu pada nilai purata min 2.30 sahaja. Seterusnya persepsi responden adalah sederhana pada setiap tindakan yang dilaksanakan dalam program penjenamaan dalam untuk mempromosikan identiti korporat dengan nilai purata min 2.29 sahaja. Jelas bagi kelima-lima elemen ini menunjukkan penjenamaan dalam yang tidak begitu berkesan.

Pengkaji berasakan pernyataan oleh Grossman (2008) yang menggariskan beberapa punca kepada tiadanya keberkesanan dalam penjenamaan dalam boleh disesuaikan sebagai faktor penyebab dalam hal ini di UDA Holdings Berhad iaitu:

- a. Tidak melibatkan kumpulan sasaran atau individu yang tepat dalam program komunikasi;
- b. Tidak memperincikan setiap proses sebaliknya melihat secara kasar;
- c. Komunikasi yang tidak berterusan atau konsisten;
- d. Tidak memperoleh input daripada staf sebagai pihak berkepentingan; dan
- e. Tidak jelas mengenai mesej dan hala tuju.

Perincian hasil penyelidikan bagi objektif ini adalah seperti jadual di bawah:

**Jadual 7:** Keberkesanan penjenamaan dalam misi, visi dan nilai korporat UDA Holdings Berhad (n=300).

Identiti Korporat	Min	Sisihan Piawai (SD)
Objektif	2.66	0.676
Maklum Balas	2.42	0.954
Mesej	2.37	1.009
Saluran	2.30	0.571
Tindakan	2.29	0.600
<b>Jumlah Keseluruhan</b>	<b>2.41</b>	<b>0.762</b>

#### 4.3 Saling Kaitan antara Tahap Kefahaman Misi, Visi dan Nilai Korporat dengan Persepsi Terhadap Keberkesanan Penjenamaan Dalam di UDA Holdings Berhad

Pemboleh ubah bebas dan pemboleh ubah bergantung memiliki nilai kepentingan yang serupa iaitu 0.01 yang menunjukkan hubungan yang signifikan. Nilai Pearson Pekali Korelasi pula menunjukkan saling kaitan antara kefahaman identiti korporat dengan keberkesanan penjenamaan dalam adalah pada korelasi sederhana iaitu 0.652 sahaja (Lihat Jadual 8). Dalam erti kata lain, wujudnya hubungan yang signifikan pada korelasi yang sederhana.

**Jadual 8:** Saling Kaitan antara Tahap Kefahaman Identiti Korporat dengan Keberkesanan Penjenamaan Dalam di UDA Holdings Berhad (n=300).

	Pearson Korelasi (r)	Pekali Nilai (nilai-p)	Kepentingan
Kefahaman Identiti Korporat (IV)	0.652**	0.01	Keberkesanan Penjenamaan Dalam (DV)

\*\* . Korelasi adalah signifikan pada tahap 0.01 (2-tailed).

Walau bagaimanapun jika mengikut kepada perinciannya, saling kaitan antara kefahaman visi dengan keberkesanan penjenamaan dalam menunjukkan korelasi yang sederhana berdasarkan kepada Pearson Pekali Korelasi iaitu pada tahap 0.493 sahaja. Begitu pula saling kaitan antara kefahaman misi dengan keberkesanan penjenamaan dalam berdasarkan kepada Pearson Pekali Korelasi adalah lemah iaitu pada 0.392 sahaja. Seterusnya jumlah Pearson Pekali Korelasi menunjukkan saling kaitan antara kefahaman nilai korporat dengan keberkesanan penjenamaan dalam adalah sangat lemah iaitu pada 0.195 sahaja. Perincian setiap pemboleh ubah bebas ini boleh dilihat pada Jadual 9.

**Jadual 9:** Saling Kaitan antara Tahap Kefahaman Misi, Visi dan Nilai Korporat dengan Persepsi Terhadap Keberkesanan Penjenamaan Dalam di UDA Holdings Berhad (n=300).

	Pearson Korelasi (r)	Pekali Nilai (nilai-p)	Kepentingan
Kefahaman Identiti Korporat (IV)			Keberkesanan Penjenamaan Dalam (DV)
Misi	0.392**	0.01	
Visi	0.493**	0.01	
Nilai Korporat	0.195**	0.01	

\*\* . Korelasi adalah signifikan pada tahap 0.01 (2-tailed).

## 5. Kesimpulan

### 5.1 Ringkasan Penyelidikan

Penyelidikan ini yang melibatkan 300 orang responden yang merupakan staf UDA Holdings Berhad telah berjaya mengkaji pemahaman dan persepsi staf terhadap penjenamaan dalam misi, visi dan nilai korporat UDA Holdings Berhad. Malah penyelidik dapat memperincikan saling kaitan antara kefahaman misi, visi dan nilai korporat dengan persepsi terhadap keberkesanan penjenamaan dalam. Hasil penyelidikan ini diperhalusi menerusi jadual-jadual dan ulasan yang diberikan.

Secara total, staf di UDA Holdings Berhad tidak begitu memahami identiti korporat yang cuba dipromosikan menerusi aktiviti penjenamaan dalam yang dilaksanakan. Persepsi staf terhadap keberkesanan penjenamaan dalam pula adalah pada tahap sederhana. Namun begitu, hubungan yang signifikan antara kefahaman identiti korporat dengan keberkesanan penjenamaan dalam akan memudahkan dan seterusnya menuntut UDA Holdings Berhad untuk memperkasakan aktiviti penjenamaan dalam yang secara langsung akan mempertingkatkan tahap pemahaman staf.

Topik penjenamaan dalam dilihat sangat relevan kepada dunia perniagaan dewasa ini. Sepanjang melaksanakan penyelidikan ini, penyelidik mengenalpasti beberapa aspek menarik yang mungkin dapat dipertimbangkan untuk penyelidikan mendatang, iaitu:



- i. Pelaksanaan penyelidikan yang sama di organisasi yang sama iaitu UDA Holdings Berhad pada satu tempoh masa yang akan datang dengan menggunakan pemboleh ubah yang sama ataupun pemboleh ubah lain tetapi haruslah berkaitan dengan penjenamaan dalaman;
- ii. Pelaksanaan penyelidikan yang sama, menggunakan pemboleh ubah yang sama, tetapi dilakukan di beberapa organisasi dalam industri yang sama;
- iii. Pelaksanaan penyelidikan yang sama, menggunakan pemboleh ubah yang sama, tetapi dilakukan di beberapa organisasi dalam industri yang berbeza; dan
- iv. Pelaksanaan penyelidikan dengan memperincikan lagi elemen dalam model strategi komunikasi korporat Paul A. Argenti, model RACE atau model-model lain yang disesuaikan dengan penjenamaan dalaman.

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# **Keperluan Sistem Perlindungan Sosial Berasaskan Komuniti dalam Kalangan Pesawah di Kawasan Pertanian Lembaga Kemajuan Pertanian Muda (Mada)**

Mohamad Noor Firdaus Sahul Hameed  
Fakulti Ekologi Manusia, Universiti Putra Malaysia, Malaysia  
Emel of corresponding author: mnfirdaus\_upm@yahoo.com

## **Abstrak**

Pada masa ini, sistem perlindungan sosial merupakan suatu keperluan kepada mereka yang terlibat dalam semua sektor pekerjaan seperti pencen kepada pekerja Kerajaan dan Kumpulan Wang Simpanan Pekerja (KWSP) kepada pekerja sektor swasta. Asas utama sistem ini adalah untuk memberikan perlindungan bagi mengatasi masalah kemiskinan, bantuan kewangan dan jaminan masa hadapan. Namun, tiada sistem perlindungan sosial berstruktur diperkenalkan kepada pekerja bagi sektor tidak formal di Malaysia. Kajian ini bertujuan mengkaji mengenai keperluan untuk mewujudkan sistem perlindungan sosial di kalangan pesawah di kawasan Lembaga Kemajuan Pertanian Muda (MADA). Data kajian ini adalah berdasarkan data kajian rintis yang dijalankan dengan melibatkan seramai 30 orang responden di Wilayah III (Pendang, Kedah) MADA yang melibatkan kawasan AIII – Hutan Kampong, Alor Star.

Sebagai rumusan, kajian ini akan menentukan sama ada terdapat keperluan untuk mewujudkan sistem perlindungan sosial dalam kalangan pesawah atau sebaliknya. Sekiranya terdapat keperluan, kajian ini akan mencadangkan supaya suatu model sistem perlindungan yang khusus dan sesuai dengan keperluan pesawah diwujudkan bagi memberikan perlindungan kepada pesawah.

Kata kunci: perlindungan sosial; sektor tidak formal; pesawah

## **1. Pengenalan**

Sistem perlindungan sosial merupakan suatu sistem yang memberikan perlindungan kepada mereka yang bekerja untuk mengatasi masalah kemiskinan ketika di usia tua atau persaraan. Sistem perlindungan telah diperkenalkan di Malaysia sejak zaman pemerintahan British namun hanya melindungi pekerja di sektor formal sahaja. Pada asasnya tujuan sistem perlindungan sosial yang dilaksanakan di seluruh dunia adalah untuk mengatasi masalah kemiskinan ketika di usia tua (MacKellar, 2009). Sistem perlindungan sosial di Malaysia meliputi sistem pencen bagi pekerja sektor Kerajaan dan KWSP bagi pekerja di sektor swasta.

Sistem perlindungan sosial yang terbaik seharusnya dapat membantu menyediakan kemudahan yang mencukupi kepada penerimanya bagi membendung masalah kemiskinan di usia tua. Sistem yang disediakan juga perlu diselaraskan mengikut kemampuan dan kesesuaian penerima manfaat. Di Malaysia, sistem perlindungan sosial yang berstruktur diperkenalkan dan digunakan sehingga hari ini hanya melibatkan kepada pekerja sektor formal sahaja. Namun, tiada sebarang sistem perlindungan berstruktur diperkenalkan kepada pekerja bagi sektor tidak formal. Sektor tidak formal di Malaysia juga merupakan penyumbang kepada kestabilan ekonomi negara yang perlu diberikan perhatian dan perlindungan yang sewajarnya (ADB, 2012). Secara umumnya, terdapat juga skim-skim perlindungan sosial yang ditawarkan oleh pihak swasta di Malaysia seperti Skim Simpanan Persaraan 1Malaysia (SSP1M) di bawah KWSP dan Skim Persaraan Swasta (PRS) menetapkan jumlah caruman minimum iaitu sebanyak RM50 hingga RM100 sebulan. Penetapan nilai caruman tertentu akan membebankan pekerja sektor tidak formal untuk mencarum kerana pendapatan bulanan mereka tidak menentu (Mohd, 2013).

## **2. Sistem Perlindungan Sosial Kepada Pesawah di MADA**

Perlindungan sosial merupakan suatu keperluan kepada semua individu yang bekerja dalam sektor formal dan tidak formal. Pekerja-pekerja sektor formal telah disediakan perlindungan yang sewajarnya. Namun, pekerja-pekerja di sektor tidak formal pula tidak mempunyai suatu perlindungan sosial yang khusus bagi melindungi mereka sekiranya berlaku kemalangan dan sebagainya. Menurut Mohd, 2013, pekerja-pekerja di sektor tidak formal juga bimbang mengenai perlindungan sosial terutama apabila berada di usia tua.

Bagi pekerja-pekerja sektor tidak formal, mereka mempunyai pilihan untuk membuat caruman sendiri dengan menggunakan kemudahan sistem perlindungan sosial yang disediakan oleh pihak swasta. Namun, kemudahan yang disediakan oleh pihak swasta menetapkan jumlah caruman minimum tertentu (Zaharah Jamaluddin & Yuen Wah, 2013). Perlindungan sosial yang menetapkan jumlah caruman dengan nilai yang tertentu mungkin tidak akan membebankan pekerja-pekerja sektor formal tetapi bagi pekerja-pekerja sektor tidak formal penetapan jumlah caruman yang tinggi akan membebankan mereka kerana kedudukan kewangan bulanan mereka tidak stabil. Masalah utama pekerja sektor tidak formal adalah keupayaan untuk mereka menyediakan peruntukan kewangan dalam jumlah tertentu bagi supaya di lindungi melalui sistem perlindungan sosial (Abd Samad & Mansor, 2013).

Sehubungan itu, terdapat keperluan supaya satu sistem perlindungan sosial yang khusus disediakan kepada mereka melalui penyesuaian jumlah caruman yang lebih fleksibel (van Ginneken, 1999). Usaha KWSP untuk menyediakan SSP1M mulai 3 Januari 2010 merupakan satu inisiatif yang sangat baik. Walau bagaimanapun, skim tersebut tidak dapat menarik minat pekerja sektor tidak formal berikutan skim tersebut menetapkan jumlah caruman minimum iaitu sebanyak RM50 sebulan (Abd Samad & Mansor, 2013). Sektor tidak formal merupakan sektor di luar sektor formal yang boleh dikategorikan sebagai pekerja yang bekerja dengan sendiri, memiliki perniagaan keluarga secara kecil-kecilan dan pekerja di sektor pertanian (Hu & Stewart, 2009).

Kajian ini memberikan fokus kepada petani yang menjalankan aktiviti penanaman padi di kawasan pertanian MADA. Petani merupakan antara golongan yang dipinggirkan daripada sebarang perlindungan sosial kerana aktiviti pertanian dikategorikan sebagai aktiviti tidak formal. Mereka hanya bergantung kepada sumber hasil jualan padi atau sewaan kawasan padi dan tidak mempunyai pendapatan tetap. Pertanian merupakan antara pekerjaan sektor tidak formal yang terbesar di Malaysia. Pembangunan sistem perlindungan sosial khusus untuk petani dapat membantu mereka mengurangkan bebanan kewangan ketika di usia tua. Selain petani, golongan nelayan, penternak haiwan, petani sayur-sayuran dan mereka yang melaksanakan pekerjaan sendiri seperti peniaga pasar dan kedai juga dikategorikan sebagai pekerja sektor tidak formal dan tidak mendapat sebarang perlindungan sosial. Golongan ini merupakan golongan yang akan menghadapi masalah kemiskinan apabila tiba di usia persaraan atau usia tua (Zin, Lee, & Rahman, 2001).

Menurut MacKellar, 2009, negara-negara rantau Asia seperti China, India, Thailand, Sri Lanka, Vietnam, Filipina, Indonesia, Korea Selatan dan lain-lain telah memperkenalkan sistem perlindungan sosial kepada pekerja sektor tidak formal dengan menawarkan skim-skim yang khusus seperti Skim Pencen Luar Bandar, Skim Pencen Petani dan Skim Pencen Nelayan. Skim-skim tersebut tidak menetapkan jumlah caruman yang khusus dan peserta boleh mencarum mengikut kemampuan secara bulanan (Mohd, 2013). Berdasarkan kepada Angelini & Hirose, 2004 dan Tuesta, 2014, terdapat empat faktor mengapa sistem perlindungan sosial tidak dapat disediakan kepada pekerja sektor tidak formal iaitu kerana (i) pendapatan yang rendah dan tidak stabil menjejaskan caruman, (ii) mempunyai keperluan berbeza-baza, (iii) kurang kesedaran mengenai kepentingan perlindungan sosial dan (iv) pengurusan

komuniti yang kurang efektif.

Masalah utama dalam sektor pertanian di Malaysia adalah kekurangan tenaga kerja muda atau golongan belia (Unit Perancang Ekonomi, 2015). Golongan belia lebih gemar untuk melaksanakan aktiviti atau pekerja lain yang menyediakan kemudahan lebih selesa. Keadaan ini mungkin berpunca daripada sektor tidak formal tidak menyediakan sistem perlindungan sosial yang mampu menarik minat mereka menyertai bidang tersebut. Sehubungan itu, terdapat keperluan untuk mewujudkan sistem perlindungan sosial yang berstruktur supaya dapat memberikan perlindungan dan jaminan kewangan di masa hadapan kepada pesawah di MADA.

### 3. Metodologi

Kajian rintis ini dijalankan kepada pesawah yang terlibat dalam kawasan pertanian MADA yang meliputi negeri Kedah. Lokasi terperinci kajian rintis ini adalah di kawasan Wilayah III (Pendang, Kedah) MADA yang melibatkan kawasan AIII – Hutan Kampong, Alor Star. Kesemua responden yang terlibat dalam kajian ini merupakan mereka yang mempunyai sawah sendiri atau mengambil upah dengan mengerjakan sawah orang lain.

Jumlah keseluruhan responden yang terlibat dalam kajian rintis ini adalah seramai 30 orang. Kajian ini dilaksanakan menggunakan kaedah borang soal selidik berstruktur secara bersemuka. Borang soal selidik yang dikemukakan mengandungi lapan bahagian yang terdiri daripada (A) maklumat demografi responden, (B) soalan mengenai tahap pengetahuan berhubung sistem perlindungan sosial, (C) soalan mengenai faktor-faktor yang mempengaruhi penerimaan sistem perlindungan sosial, (D) soalan mengenai keperluan pelaksanaan sistem perlindungan sosial berasaskan komuniti, (E) soalan mengenai model sistem perlindungan sosial berasaskan komuniti, (F) soalan mengenai kemudahan perlindungan sosial, (G) soalan mengenai masalah dalam pelaksanaan sistem perlindungan sosial dan (H) cadangan tambahan mengenai pelaksanaan sistem perlindungan sosial.

### 4. Penemuan Kajian Rintis

Jadual 1.1: Demografi Responden

Bil.	Profil	Kategori	Sampel Saiz = 30
1.	Jantina	Lelaki Perempuan	30 0
2.	Bangsa	Melayu Cina India	30 0 0
3.	Umur	< 40 41 – 60 > 61	4 21 5
4.	Tahap pendidikan	Penilaian darjah 6 / UPSR PMR / SRP SPM / MCE STPM Sijil Kemahiran	1 9 12 5 3
5.	Anggaran pendapatan bulanan individu	< RM999 RM1,000 – RM2,000 > RM2,001	7 20 3

6.	Kemampuan caruman bulanan	RM10 – RM20	18
		RM30 – RM50	11
		RM150	1

Jadual 1.1 menunjukkan hasil kajian rintis yang dijalankan ke atas 30 orang responden. Kajian ini mendapati tiada kaum wanita terlibat dalam aktiviti sawah di kawasan kajian rintis ini dijalankan. Pesawah berbangsa Melayu yang berusia 41 hingga 60 tahun merupakan golongan majoriti yang terlibat dengan aktiviti sawah. Manakala, golongan muda di kawasan tersebut tidak lagi berminat dengan aktiviti sawah dan berhijrah ke bandar bagi mendapat pekerjaan yang lebih terjamin.

Kebanyakan responden iaitu seramai 12 orang mempunyai kelulusan SPM / MCE dan ini menunjukkan mereka mempunyai tahap pendidikan yang sederhana. Seramai 27 responden mendapat pendidikan sehingga ke tingkatan 6 manakala hanya 3 responden memiliki sijil kemahiran. Dari segi pendapatan, responden yang terlibat dalam kajian rintis ini memperolehi pendapatan sekitar RM1,000 hingga RM2,000 sebulan hasil daripada aktiviti sawah. Dengan pendapatan yang sederhana rendah ini, mereka menanggung beban kos sara hidup yang kian meningkat. Berdasarkan kepada hasil kajian rintis ini dapat dirumuskan bahawa responden tiada halangan untuk menerima sistem perlindungan sosial dan mereka bersedia untuk membuat caruman. Nilai caruman diantara RM10 hingga RM20 merupakan nilai yang menjadi pilihan. Walaupun nilai tersebut dilihat sebagai nilai yang rendah, namun ianya adalah berdasarkan kemampuan atau komitmen yang perlu disediakan oleh mereka secara bulanan.

Dari segi tahap pengetahuan pesawah mengenai perlindungan sosial, kajian rintis ini mendapati bahawa tahap pengetahuan responden mengenai sistem perlindungan sosial adalah sederhana. Tahap pengetahuan ini dinilai berdasarkan maklumbalas responden dengan menggunakan kaedah “*actual score*” dan seterusnya dianalisis menggunakan perisian *Statistical Package for the Social Sciences* (SPSS).

Kajian rintis ini mendapati bahawa pesawah sudah menerima maklumat awal mengenai sistem perlindungan sosial, namun mereka tidak mendapat penjelasan yang terperinci mengenai kebaikan sistem tersebut dan bagaimanakah sistem tersebut dapat membantu meningkatkan taraf sosio ekonomi pesawah. Walaupun pemahaman mereka berada di tahap yang sederhana, sebagai pekerja di sektor tidak formal mereka masih membuat tabungan kerana bimbang mengenai perlindungan sosial selepas persaraan.

Kajian rintis ini menguji lima faktor yang mempengaruhi keperluan perlindungan sosial seseorang pesawah iaitu tahap pendidikan, umur, status perkahwinan, pengetahuan mengenai kewangan dan kemampuan kewangan. Dengan menggunakan kaedah analisis regresi pelbagai menerusi SPSS didapati bahawa faktor kemampuan kewangan merupakan faktor yang paling mempengaruhi seseorang pesawah dalam menentukan keperluan sistem perlindungan sosial. Faktor kedua ialah faktor pengetahuan mengenai kewangan dan diikuti oleh faktor ketiga iaitu tahap pendidikan, faktor keempat iaitu umur dan faktor yang terakhir iaitu faktor kelima ialah status perkahwinan. Hasil kajian rintis ini jelas menunjukkan bahawa seseorang yang mempunyai kemampuan kewangan yang stabil akan memberikan perhatian yang lebih terhadap keperluan sistem perlindungan sosial (Kim, Kwon, & Anderson, 2005).

Kajian rintis ini juga mendapati bahawa keperluan untuk melaksanakan sistem perlindungan sosial dalam kalangan pesawah adalah sangat tinggi. Keperluan pelaksanaan ini adalah bagi melindungi mereka daripada aspek keselamatan dan kebajikan. Berdasarkan data kajian, purata tertinggi responden bersetuju bahawa terdapat keperluan untuk melaksanakan sistem perlindungan sosial bagi melindungi

mereka sekiranya mengalami kemalangan ketika bekerja. Perkara ini menjadi keutamaan kepada mereka kerana pesawah tidak mempunyai perlindungan keselamatan seperti insuran yang dapat menyediakan pampasan apabila berlaku kemalangan ketika bekerja. Selain itu, sistem ini juga secara langsung dapat membantu pesawah menyediakan kemudahan pinjaman bagi memudahkan mereka membeli peralatan pertanian yang diperlukan. Maklumat mengenai keperluan ini dianalisis menggunakan kaedah regrasi pelbagai menerusi SPSS.

Bagi menentukan model perlindungan sosial yang bersesuaian, kajian rintis ini telah menyediakan beberapa soalan berkaitan model perlindungan sosial sedia ada seperti model KWSP, model Koperasi, model SSP1M dan model Skim PRS. Hasil analisis menggunakan regrasi pelbagai mendapati bahawa model PRS menunjukkan nilai beta yang tertinggi dan diikuti oleh model KWSP, model Koperasi dan model SSP1M. Ini menunjukkan bahawa adaptasi model-model berikut dapat mewujudkan sebuah model perlindungan sosial yang bersesuaian dan khusus kepada golongan pesawah serta dapat memenuhi kehendak dan keperluan mereka.

**Jadual 1.2: Maklumbalas responden berhubung Kemudahan Perlindungan Sosial Mengikut Keutamaan**

Bil.	Penyataan	Purata
1.	Insuran tanaman	2.03
2.	Insuran kesihatan	3.03
3.	Pencen bulanan	3.27
4.	Insuran hayat	5.30
5.	Perlindungan keselamatan pekerjaan	5.33
6.	Khairat kematian	5.47
7.	Pinjaman pendidikan	7.03
8.	Kemudahan bersalin	7.57
9.	Pinjaman pembelian rumah	7.73
10.	Pinjaman pembelian motokar	8.23

Jadual 1.2 menunjukkan jenis-jenis kemudahan perlindungan sosial yang sesuai untuk disertakan bersama sistem perlindungan sosial kepada pesawah. Berdasarkan kajian rintis ini didapati bahawa insuran tanaman merupakan pilihan utama ini berikutan pesawah sering berhadapan dengan kerosakan tanaman sama ada diserang penyakit atau kerosakan akibat daripada bencana alam. Insuran tanaman ini dapat membantu pesawah mengurangkan beban kerugian yang ditanggung akibat daripada perkara-perkara tersebut.

Pesawah juga mengambil berat mengenai kesihatan diri mereka. Sistem perlindungan sosial dapat menyediakan insuran kesihatan kepada pesawah kerana majoriti daripada mereka tidak mempunyai insuran kesihatan bagi melindungi diri. Sistem ini juga dapat memberikan kemudahan pencen kepada pesawah yang tidak lagi mampu untuk mengerjakan sawah mereka setelah mencapai umur yang tertentu. Jumlah pencen yang diterima secara bulanan adalah bergantung kepada jumlah caruman terkumpul. Selain daripada pesawah, sistem ini juga menyediakan kemudahan kepada keluarga pesawah dimana mereka boleh mengeluarkan jumlah caruman tertentu bagi membiayai beberapa perkara seperti pendidikan, kemudahan bersalin dan pembelian rumah serta motokar. Pada masa ini, pesawah yang memerlukan wang akan membuat pinjaman menerusi orang tengah dan mereka menanggung beban hutang yang tinggi (Yusof, Ali, & Kamarudin, 2013).

## 5. Kesimpulan dan Cadangan

Kajian rintis ini dilaksanakan adalah untuk melihat sama ada terdapat keperluan untuk mewujudkan sistem perlindungan sosial dalam kalangan pesawah dan jenis model perlindungan yang sesuai serta menepati kehendak pesawah. Kajian rintis ini dapat memberikan gambaran awal mengenai pandangan dan maklumbalas pesawah mengenai cadangan untuk mewujudkan sistem perlindungan sosial.

Sebagai kesimpulan, kajian rintis ini mendapati terdapat keperluan untuk mewujudkan sistem perlindungan sosial kepada pesawah di kawasan MADA. Walau bagaimanapun, sistem tersebut seharusnya khusus kepada kehendak dan keperluan pesawah seperti kaedah kutipan secara enam bulan sekali dan memberikan tumpuan kepada masalah kerosakan tanaman dan bencana alam (Yusof et al., 2013). Secara amnya, pesawah juga membuat simpanan dengan menggunakan kaedah tradisional dengan nilai simpanan yang sedikit berdasarkan jumlah pendapatan yang tidak menentu.

Kajian rintis ini mendapati pesawah mengetahui mengenai perlindungan sosial terutamanya mengenai kebaikan sistem tersebut. Walau bagaimanapun, mereka tidak menerima maklumat yang terperinci mengenai perlindungan sosial daripada pihak berwajib. Selain itu, pesawah juga tidak mendapat maklumat mengenai perkhidmatan perlindungan sosial swasta yang sedia ada serta kaedah untuk mencarum. Nilai caruman yang tinggi juga menjadi punca utama mereka tidak berminat untuk mencarum (Abd Samad & Mansor, 2013). Oleh itu, kajian rintis ini mencadangkan agar pihak berwajib untuk memberikan kesedaran dan pemahaman kepada pesawah mengenai perlindungan sosial. Pemahaman ini bagi membolehkan mereka membuat keputusan yang tepat dengan nilai caruman yang bersesuaian dengan pendapatan mereka.

Kajian rintis ini mencadangkan agar pihak berwajib meneliti keperluan untuk mewujudkan suatu mekanisme perlindungan kepada pesawah terutamanya kepada pesawah di kawasan MADA. Mewujudkan suatu model perlindungan sosial yang khusus kepada mereka merupakan suatu alternatif terbaik bagi mengurangkan risiko pesawah berada di bawah garis kemiskinan. Ini berikutan golongan ini merupakan golongan mudah miskin (Zin et al., 2001). Model yang dibangunkan perlu diadaptasi daripada pelbagai model perlindungan sosial sedia ada dengan penambahan beberapa keperluan seperti tempoh caruman, jumlah caruman minimum dan kaedah kutipan sama ada secara bulanan atau enam bulan sekali. Model yang sesuai dapat menarik minat pesawah untuk mencarum.

Selain itu, pihak berwajib juga perlu meneliti mekanisme pelaksanaan sistem perlindungan sosial tersebut. Kajian rintis ini mencadangkan agar sistem tersebut dilaksanakan oleh komuniti pesawah sepenuhnya bagi memudahkan urusan dan mengelak campur tangan pihak luar. Melalui kaedah ini, pengurusan sistem tersebut akan ditadbir oleh persatuan pesawah MADA dan caruman dikutip serta disalurkan ke bank untuk tujuan simpanan. Mekanisme ini diharap dapat meningkatkan kepercayaan pesawah terhadap sistem tersebut dan memudahkan urusan pentadbiran sistem berkaitan.

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**Kesesuaian Kurikulum Kursus DPA1013 Fundamentals of Accounting  
dan Pencapaian Pelajar Bukan Jurusan Perakaunan:  
Kajian Kes di Politeknik Malaysia Zon Selatan**

**Hilmun Mohamed<sup>a</sup>, Zaihasra Rukiman<sup>a</sup>, Noor Shuhailie M.Mohamed Noor<sup>b</sup>**

<sup>a</sup>Politeknik Melaka, Malaysia

<sup>b</sup>Pusat Pengajian Pengurusan, Universiti Sains Malaysia, Malaysia

Email of corresponding author: hilmun@polimelaka.1govuc.gov.my

**Abstrak**

Kurikulum merupakan segala rancangan pendidikan dan sebuah pakej kompetensi merangkumi ilmu pengetahuan, kemahiran dan nilai-nilai sikap. Kurikulum adalah sangat penting bagi sesebuah pemberi pendidikan tinggi (PPT). Kurikulum yang bagus akan mencapai matlamat sesebuah program, berjaya melahirkan mahasiswa yang berpengetahuan, berkemahiran dan pembentukan sikap serta menaikkan imej institusi sebagai output sesebuah institusi pendidikan tinggi. Politeknik merupakan salah satu institusi pendidikan tinggi yang berada di bawah Kementerian Pendidikan Tinggi Malaysia menawarkan program dari peringkat Pra-Diploma hingga Ijazah dari pelbagai bidang seperti perdagangan, kejuruteraan, hospitaliti dan lain-lain program. Kursus DPA1013 *Fundamentals of Accounting* (DPA1013) merupakan kursus wajib semester 1 bagi Jabatan Perdagangan, Politeknik Malaysia (kecuali program Diploma Sains Kesetiausahaan). Kandungan kurikulum dan penilaian kursus ini adalah sama bagi pelajar dari jurusan Perakaunan mahupun bukan jurusan Perakaunan. Mengenalpasti tahap kesesuaian kandungan kurikulum sesuatu kursus adalah amat penting khususnya dalam menilai kesesuaian dan keberkesanan pelaksanaan kurikulum terhadap para pelajar. Penyelidikan deskriptif ini adalah bertujuan untuk mengenalpasti kesesuaian kandungan kurikulum Kursus DPA1013 berfokus kepada penilaian silibus kepada pelajar bukan jurusan Perakaunan di Politeknik Malaysia Zon Selatan. Soal selidik telah diedarkan kepada 12 orang pensyarah kursus dari 3 buah Politeknik Zon Selatan yang merangkumi 72 item. Dapatan kajian melalui analisa min menunjukkan bahawa Kandungan Kursus Bab 3: *Double-Entry Concepts* mendapat purata skor min tertinggi (4.38) dan Bab 5: *Adjustment Accounting* mendapat purata skor min terendah (3.61). Jurang perbezaan peratusan pencapaian sepanjang 3 semester berturut-turut adalah amat besar antara pelajar jurusan Perakaunan dan Bukan Jurusan Perakaunan. Kajian ini akan memberi input awal kepada Bahagian Pembangunan Kurikulum dalam menambahbaik kurikulum sediaada menuju pencapaian Programme Learning Outcome (PLO) sesebuah program kelak.

Kata Kunci: Kurikulum; Pencapaian Pelajar; Politeknik

**1.0 PENGENALAN**

Politeknik merupakan salah satu institusi pendidikan tinggi awam di dalam kategori Pendidikan dan Latihan Teknikal dan Vokasional (TVET) Malaysia yang berada di bawah kelolaan Kementerian Pendidikan Tinggi Malaysia; memainkan peranan penting bagi menerajui TVET di peringkat tertiar bagi menyediakan tenaga kerja separa profesional di dalam bidang teknikal, perdagangan dan perkhidmatan bagi sektor pekerjaan awam dan swasta (JPP, 2012). Politeknik Malaysia bermula pada tahun 1969 dengan penubuhan Politeknik Ungku Omar dan diteruskan dengan pembangunan Politeknik-politeknik lain antaranya melalui Rancangan Malaysia (RMK) ke 9, RMK-10 (JPP, n.d; JPP, 2012; JPP, 2014; JPP, 2016) dan kini pemeraksanaan Politeknik diperkukuhkan melalui Pelan Strategik Pengajian Tinggi Negara (PSPTN), Pelan Transformasi Politeknik, Pelan Pembangunan Pendidikan (Pengajian Tinggi) dan agenda transformasi TVET, RMK-11 (KPTM, 2004; JPP, 2009; KPM, 2015; EPU, 2016). Sehingga kini terdapat 34 buah Politeknik yang terdiri dari Politeknik kategori Premier, Konvensional dan METrO merentasi seluruh Semenanjung Malaysia dan Borneo dengan jumlah output lulusan 492,663

graduan pelbagai bidang berjaya dilahirkan menerusi sistem pendidikan Politeknik di Malaysia sejak dari awal penubuhan sehingga Oktober 2016 (JPP,2016). Politeknik menawarkan variasi program peringkat Pra- Diploma, Diploma, Diploma Lanjutan dan Ijazah dari pelbagai bidang seperti perdagangan, pelancongan dan hospitaliti, kejuruteraan, agroteknologi dan bio-industri, teknologi maklumat, reka bentuk dan komunikasi visual dan program-program lain.

Jabatan Perdagangan Politeknik Malaysia menawarkan 1 program Pra-Diploma, 11 program Diploma, 3 program Diploma Lanjutan dan 1 program peringkat Ijazah di hampir keseluruhan 34 buah Politeknik. Sejumlah 16 buah Politeknik menawarkan Program Diploma Akauntansi sekaligus menjadikan program ini merupakan program tertinggi yang ditawarkan di Politeknik dan diikuti dengan program peringkat diploma lain seperti Diploma Pengajian Perniagaan, Diploma Pemasaran, Diploma Sains Kesetiausahaan, Diploma Pengurusan Logistik dan Rangkaian Bekalan, Diploma Pengurusan Peruncitan, Diploma Pengajian Perniagaan (E-Dagang), Diploma Kewangan dan Perbankan, Diploma Insurans dan Diploma Perniagaan Antarabangsa (JPP,2016).

Seseorang pelajar di dalam peringkat diploma Jabatan Perdagangan Politeknik perlu mengikuti kursus yang terdiri dari kursus wajib, kursus teras, kursus pengkhususan dan kursus elektif yang digariskan di dalam setiap program sepanjang tempoh pengajian selama 6 semester. Setiap pelajar perlu mencukupkan jumlah kredit tertentu sepertimana yang digariskan di dalam Struktur Program pengajian sekaligus mencapai Programme Learning Outcome (PLO) sesebuah program.

Kursus DPA1013 *Fundamentals of Accounting* merupakan kursus wajib semester 1 bagi Jabatan Perdagangan, Politeknik Malaysia kecuali program Diploma Sains Kesetiausahaan (DSK). Ini adalah kerana program DSK telah diperkenalkan kepada kursus DPK5013 *Business Accounting* di mana pemberatan kandungannya adalah lebih ringkas dan disesuaikan dengan keperluan program. Ini bermakna pelajar bukan jurusan perakaunan mengambil kursus yang mana kandungan kurikulum dan penilaian kursus ini adalah sama dengan jurusan perakaunan.

Walaubagaimanapun terdapat penawaran kursus di universiti awam seperti Universiti Teknologi MARA (UiTM) yang menawarkan kursus Accounting For Non- Accounting Students ACC106 (Business Accounting), di mana kursus tersebut mempunyai pemberatan yang bersesuaian dengan program yang ditawarkan sepertimana DSK di Politeknik.

Oleh itu, penyelidikan deskriptif ini bertujuan untuk mengenalpasti kesesuaian kandungan kurikulum Kursus DPA1013 berfokus kepada penilaian silibus kepada pelajar bukan jurusan Perakaunan di Politeknik Malaysia Zon Selatan. Pencapaian Pelajar politeknik terlibat turut ditinjau bagi tujuan melihat jurang pencapaian antara pelajar jurusan akaun dan bukan jurusan akaun. Kajian ini bakal memberi input dan maklumbalas kepada pihak Bahagian Pembangunan Kurikulum Jabatan Pendidikan Politeknik (JPP) bagi tujuan penambahbaikan pada waktu akan datang.

## **2.0 TINJAUAN LITERATUR**

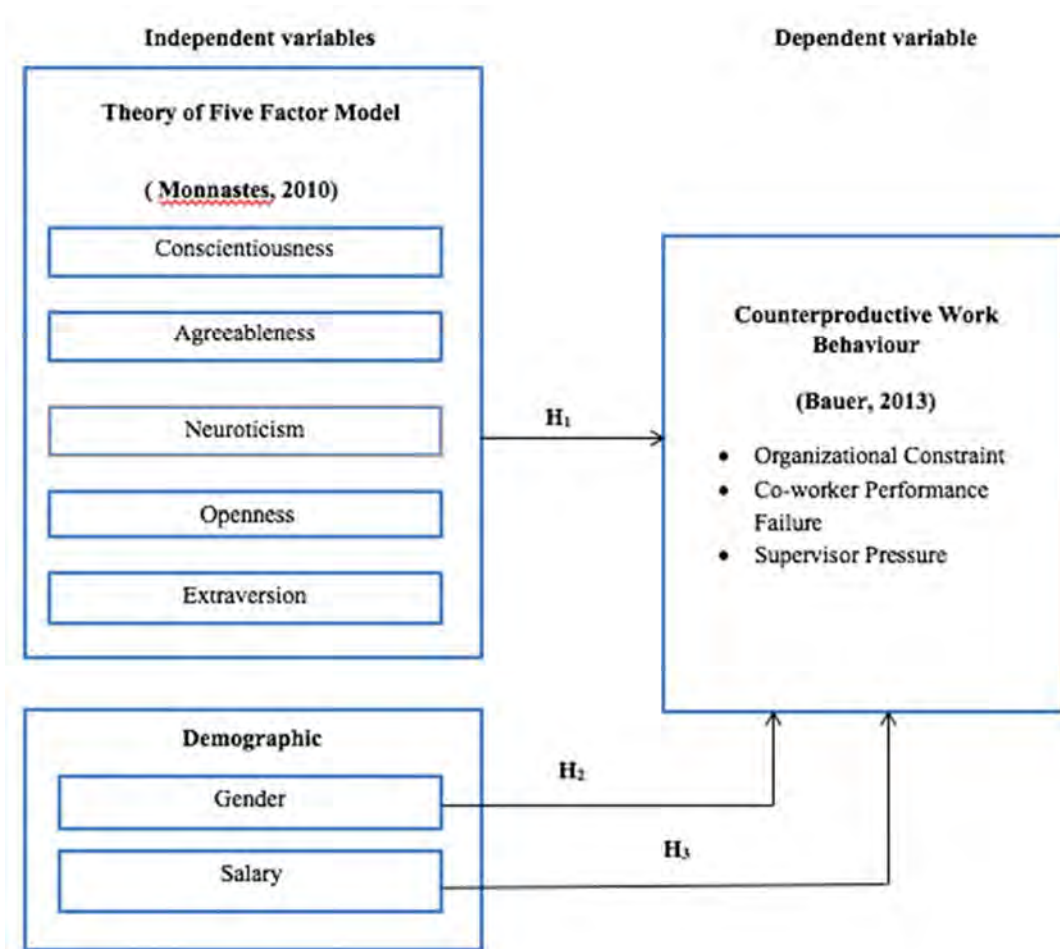
### **Kurikulum**

Kurikulum merupakan segala rancangan pendidikan dan sebuah pakej kompetensi merangkumi ilmu pengetahuan, kemahiran dan nilai-nilai sikap. Kurikulum didefinisikan sebagai proses pengalaman dan hasil pembelajaran yang dirancang melalui pembentukan semula pengetahuan dan pengalaman secara sistematik di bawah pengawasan institusi dan berpacuan industri agar dapat mencapai perkembangan kompetensi pelajar secara berterusan (JPP, 2013).

Politeknik, sebagai sebuah institusi pemberi pendidikan tinggi (PPT) yang mengarusperdanakan TVET melaksanakan pembangunan kurikulum yang dirancang dengan teliti dan sistematik (JPP, 2013) selaras dengan keperluan legislatif bagi mencapai visi Politeknik sebagai Menjadi institusi TVET premier yang diterajui industri (JPP, 2016). Pembangunan Kurikulum program pengajian di Politeknik adalah memerlukan kefahaman yang mendalam terhadap pelbagai perkara asas termasuk mendalami visi dan misi TVET, polisi negara serta kemampuan menggabungkan keseluruhan aspek bagi menghasilkan sebuah kurikulum yang efektif, realistik dan mencapai hasil yang sepatutnya (JPP, 2013).

Bagi memastikan program-program pengajian di Politeknik adalah berkesan, pihak Bahagian

Pembangunan Kurikulum, JPP berperanan dalam menyelaraskan proses-proses pembangunan kurikulum Politeknik seperti rajah 1.0.



Rajah 1.0: Carta Alir Pembangunan Kurikulum Politeknik (JPP, 2013)

Pelantikan beberapa jawatankuasa dengan peranan tertentu seperti Jawatankuasa Penggubal Kurikulum (DCC) bagi menggubal kurikulum, Jawatankuasa penasihat kurikulum (ACC) bagi pengesahan dokumen kurikulum program pengajian. Kurikulum tersebut juga perlu diverifikasi oleh MQA sebagai pengesahan sebelum diluluskan oleh Lembaga Kurikulum. Manakala, pelantikan Lembaga Kurikulum Politeknik (PCB) adalah bertujuan untuk meluluskan nama bagi sesuatu program pengajian dan juga draf kurikulum program pengajian berkenaan demi menghasilkan kurikulum yang berkesan dan berkualiti.

### Silibus Kursus

Silibus kursus merupakan salah satu elemen utama di dalam sesebuah kurikulum. Kandungan silibus ini dibangunkan berdasarkan kepada objektif pengajaran yang perlu dicapai ketika menamatkan kursus ini kelak (Hamdan & Shaari, 2010). Merujuk kepada Das (2010), silibus merupakan satu rumusan berkaitan sesebuah topik di dalam kurikulum sesebuah program pendidikan atau latihan. Selalunya, silibus ini akan dipantau oleh lembaga peperiksaan atau badan akademik atau disediakan oleh para pensyarah yang mengawal kualiti berkaitan kurikulum dan kualiti sesebuah program. Silibus mengandungi topik, senarai

cadangan buku rujukan dan maklumat yang berkaitan (Das, 2010) untuk membantu meningkatkan pemahaman pelajar dalam mengikuti dan menamatkan sesebuah kursus.

Tujuan sesebuah silibus dan elemen-elemen yang berkaitan adalah (i) silibus sebagai sebuah kontrak, (ii) silibus sebagai satu rekod yang tetap dan (iii) silibus adalah sebagai kaedah pembelajaran (Metjka and Kurke, 1994; Parkes dan Harris, 2002). Silibus juga bertujuan agar kedua – dua pihak dapat memahami dan mengetahui perkara yang perlu dicapai di dalam sesebuah semester ketika mengikuti kursus tersebut; yang mana akan memberi panduan kepada kelakuan kedua- dua pihak. (Das, 2010; Metjka and Kurke, 1994; Smith dan Razzouk, 1993).

Silibus juga merupakan perkara pertama yang mesti ada jika dibandingkan elemen-elemen kurikulum kursus yang lain. Bagi memastikan sebuah silibus yang efektif, ia adalah perlu jelas, ditulis dengan bahasa yang setara (Standard) . Silibus sentiasa perlu dikaji semula dan ditambah baik agar dapat memastikan kandungan sesebuah kursus sentiasa terkini dan ia adalah perlu melibatkan pensyarah dan pelajar bagi membuat penilaian untuk mengkaji sesebuah silibus kursus (Das, 2010).

Oleh itu, kajian ini juga berperanan dalam melibatkan pensyarah bagi tujuan mengkaji tahap kesesuaian kurikulum berfokus kepada silibus sekaligus memberi dapatan awal berkaitan input terkini dan maklumbalas kepada Bahagian Pembangunan Kurikulum, JPP (Rujuk Rajah 1.0 )

### **Objektif kajian**

Secara amnya, kajian ini adalah bertujuan untuk mengenalpasti kesesuaian kandungan kurikulum Kursus DPA1013 *Fundamentals of Accounting* terhadap pelajar bukan jurusan perakaunan melalui persepsi pensyarah kursus. Oleh itu, objektif kajian adalah seperti berikut:

- (i) Menenalpasti tahap kesesuaian silibus DPA 1013 *Fundamental of Accounting* terhadap pelajar bukan jurusan perakaunan; dan
- (ii) Menenalpasti pencapaian pelajar bukan perakaunan bagi kursus wajib (asas perakaunan).

## **3.0 METODOLOGI KAJIAN**

Kajian deskriptif ini menggunakan metodologi seperti di bawah bagi mencapai objektif kajian:

- (i) Objektif 1- Kajiselidik diedarkan kepada 12 pensyarah kursus DPA 1013 pada sesi Jun 2015, Disember 2014 dan Jun 2014 dari (3) buah Politeknik di Zon Selatan; dan
- (ii) Objektif 2- penggunaan data sekunder iaitu keputusan rasmi peperiksaan akhir kursus DPA1013 bagi sesi Jun 2015, Disember 2014 dan Jun 2014 yang diperolehi dari pihak Unit Peperiksaan politeknik terlibat di Zon Selatan.

### **Pengukuran Item**

Instrumen yang digunakan adalah soal selidik yang mengandungi 72 item berkaitan silibus kursus, merangkumi Bahagian A: Demografi dan Bahagian B: Item Kesesuaian Kandungan Kursus di dalam bentuk Skala Likert (1 -5). Ia dipilih kerana ia merupakan pengukuran yang mempunyai kebolehpercayaan dan kesahan yang tinggi (Chua et al., 2013), lebih banyak maklumat darjah sumbangan responden, perjanjian atau keperluan serta merupakan pelengkap dan pembahagi mendalam ke atas persepsi yang boleh diperkembangkan (Oppenheim, 1992).

Sangat Tidak Sesuai	Tidak Sesuai	Sederhana	Sesuai	Sangat sesuai
1	2	3	4	5

Jadual 1.0: Skala Likert yang digunakan

## **4.0 DAPATAN DAN ANALISIS**

Bagi mencapai objektif kajian (i) penyelidik telah mengedarkan Borang Kajiselidik kepada responden yang merupakan para pensyarah dari 3 politeknik terlibat.

### **Demografi Responden**

Berikut adalah dapatan kajian melalui soal selidik di dalam Bahagian A:

Perkara	Kategori	Kekerapan (f)
Jantina	Lelaki	5
	Perempuan	7
Kelulusan Akademik Tertinggi	Sarjana	3
	Sarjana Muda	9
Bidang Pengajian	Perakaunan	12
	Bukan Perakaunan	0
Pengalaman Mengajar	3 tahun dan ke bawah	3
	4 tahun dan ke atas	9

Jadual 2.0: Demografi Responden

### Tahap Kesesuaian Kandungan Silibus

Satu instrumen kajian yang mempunyai 72 item telah dibina mewakili subtopik di dalam setiap bab yang terdapat di dalam silibus kursus DPA1013. Dapatan kajian telah dianalisis menggunakan analisis Min. dan diproses menggunakan SPSS 21.0. Data ini diinterpretasi berdasarkan Ghaffar (2003) seperti di dalam Jadual 3.0 di bawah:

Skor Min.	1.00-1.50	1.51-2.50	2.51-3.50	3.51-4.50	4.51-5.00
Interpretasi	Sangat Rendah	Rendah	Sederhana	Tinggi	Sangat Tinggi

Jadual 3.0: Interpretasi Skor Min

Dapatan kajian bagi tahap kesesuaian kandungan kurikulum yang berfokus kepada penilaian silibus adalah seperti berikut:

Bab	Introduction to Accounting	Accounting Books	Double-Entry Concepts	Trial Balance	Adjustment Accounts	Financial Statements
Purata Skor Min.	4.31	4.24	4.38	4.25	3.61	4.36
Purata Min Keseluruhan	4.19					

Jadual 4.0: Jadual Purata Skor Min. Keseluruhan mengikut Bab di dalam Silibus DPA 1013

Merujuk kepada Jadual 4.0 analisis purata skor min keseluruhan menunjukkan bahawa tahap kesesuaian kurikulum berfokus kepada kandungan silibus adalah berada di tahap Tinggi (min=4.19). Ini menunjukkan bahawa kandungan kurikulum kursus ini adalah turut sesuai untuk pelajar bukan jurusan perakaunan.

Analisis menunjukkan bahawa daripada enam bab di dalam silibus, Bab 3: *Double-Entry Concepts* mencatatkan skor min tertinggi (min=4.38) diikuti dengan Bab 6: *Financial Statements* (min= 4.36), Bab 1: *Introduction to Accounting* (min=4.31), Bab 4: *Trial Balance* (min=4.25), Bab 2: *Accounting Books* (min=4.24) dan Bab 5: *Adjustment Accounts* (min=3.61). Skor dicapai bab 6 ini merupakan skor terendah, walaupun masih berada di dalam kategori tinggi,

Hasil analisis kajian, mendapati di dalam Bab 5: *Adjustment Accounts* (min= 3.61) mempunyai beberapa skor min silibus (sub topik) yang berada di dalam kategori Sederhana. Sub topik *Apply the transactions into ledgers* (min=2.83), *The transactions of accruals and prepayments in financial statements* (min=3.50), *Apply the transactions into ledgers* (min=2.75), *The transactions of bad debts, provisions for*

*doubtful debts and bad debts recovery in the financial statements (min=3.50), Apply the transactions into ledgers (min=2.67), Show the transactions for depreciation and accumulated depreciation in the financial statements (min=3.50), The differences between revenue and capital expenditure (min=3.50) dan Describe the expenditure on revenue expenditure and capital expenditure (min=3.50).*

Responden mencadangkan sub topik ini perlu dipertimbangkan bagi tujuan penawaran kepada program bukan jurusan perakaunan yang hanya memerlukan pengetahuan peringkat asas sahaja. Para pelajar bukan jurusan perakaunan tidak mampu mendalami dan menjawab soalan dengan baik. Turut dicadangkan agar satu kursus baharu dapat diwujudkan bagi menggantikan DPA1013 untuk pelajar bukan jurusan perakaunan.

### **Pencapaian Pelajar Jurusan Perakaunan dan bukan Perakaunan**

Dapatan kajian objektif (ii) ditunjukkan dari Jadual 5.0, Jadual 6.0 dan Jadual 7.0, keputusan peperiksaan pelajar Jabatan Perdagangan bagi ketiga-tiga sesi mencatatkan peratusan trend pelajar bukan jurusan perakaunan memperolehi keputusan yang kurang memberangsangkan.

Dapatan jelas menunjukkan peratusan pencapaian pelajar di dalam setiap sesi yang sama antara pelajar jurusan perakaunan dan bukan perakaunan adalah sangat berbeza. Contohnya, pencapaian pelajar Sesi Jun 2015, Diploma Perakaunan Politeknik Melaka mendapat 17%, tetapi untuk Program Diploma Perniagaan Antarabangsa sejumlah 57.5% (melebihi 50% pelajar) bagi nilai mata 2.00 ke bawah. Ini membuktikan terdapat jurang besar sebanyak 40.5% antara kedua program ini. Pencapaian pelajar di kedua politeknik lain turut mempamerkan jurang perbezaan nilai mata 2.00 dan ke bawah sebanyak 20% -30% dari jumlah keseluruhan pelajar yang mengambil kursus tersebut. Hal yang sama juga berlaku kepada sesi Disember 2014 dan Sesi Jun 2014.

Bil.	Politeknik	Program	Peratus Pencapaian Pelajar (100%)			
			NILAI MATA < 2.00	2.00 <= NILAI MATA < 3.00	3.00 <= NILAI MATA < 3.67	NILAI MATA >= 3.67
1	Politeknik Melaka	Diploma Akauntansi(DAT)	17.0	35.1	19.2	28.7
		Diploma Perniagaan Antarabangsa (DPI)	57.5	30	10	2.5
2	Politeknik Merlimau Melaka	Diploma Akauntansi (DAT)	5.4	23.2	26.8	44.6
		Diploma Pengajian Perniagaan (DPM)	30.2	54.7	13.2	1.9
		Diploma Pemasaran (DPR)	36.3	34.1	18.2	11.4
3	Politeknik Port Dikson	Diploma Akauntansi (DAT)	10.4	30.2	27.1	32.3
		Diploma Pemasaran (DPR)	39.5	38.3	14.8	7.4

Jadual 5.0: Jadual Pencapaian Pelajar yang mengambil kursus DPA 1013 Fundamental of Accounting Sesi Jun 2015 Politeknik Zon Selatan

Bil.	Politeknik	Program	Peratus Pencapaian Pelajar (%)			
			NILAI MATA < 2.00	2.00 <= NILAI MATA < 3.00	3.00 <= NILAI MATA < 3.67	NILAI MATA >= 3.67
1	Politeknik Melaka	Diploma Akauntansi(DAT)	5.0	33.0	35.0	27.0
		Diploma Perniagaan Antarabangsa (DPI)	43.4	34	13.2	9.4

2	Politeknik Merlimau Melaka	Diploma Akauntansi (DAT)	3.0	10.6	22.7	63.6
		Diploma Pengajian Perniagaan (DPM)	12.7	47.9	26.7	12.7
		Diploma Pemasaran (DPR)	39.7	41.3	12.7	6.3
3	Politeknik Port Dikson	Diploma Akauntansi (DAT)	3.5	26.5	26.5	43.4
		Diploma Pemasaran (DPR)	4.4	50.4	22.2	23

Jadual 6.0: Jadual Pencapaian Pelajar yang mengambil kursus DPA 1013 Fundamental of Accounting Sesi Disember 2014 Politeknik Zon Selatan

Bil.	Politeknik	Program	Peratus Pencapaian Pelajar (%)			
			NILAI MATA < 2.00	2.00 <= NILAI MATA < 3.00	3.00 <= NILAI MATA < 3.67	NILAI MATA >= 3.67
1	Politeknik Melaka	Diploma Akauntansi(DAT)	3.0	16.0	22.0	59.0
		Diploma Perniagaan Antarabangsa (DPI)	44	21	28	7
2	Politeknik Merlimau Melaka	Diploma Akauntansi (DAT)	6.0	15.0	28.0	51.0
		Diploma Pengajian Perniagaan (DPM)	26.2	35.5	17	21.3
		Diploma Pemasaran (DPR)	25.0	48.1	11.5	15.4
3	Politeknik Port Dikson	Diploma Akauntansi (DAT)	2.7	10.8	25.2	61.3
		Diploma Pemasaran (DPR)	26.3	31.6	22.1	20.0

Jadual 7.0: Jadual Pencapaian Pelajar yang mengambil kursus DPA 1013 Fundamental of Accounting Sesi Jun 2014 Politeknik Zon Selatan

Terdapat kajian berkaitan faktor yang menyumbang kepada kegagalan dalam keputusan peperiksaan bagi kursus bidang perakaunan yang diduduki oleh pelajar bukan jurusan perakaunan yang menyatakan antara faktor utama penyumbang kepada kegagalan adalah kursus ini bukan pilihan, tetapi diwajibkan (Muda, et al.,2013) sepertimana situasi di Politeknik.

Namun, masih terdapat peratusan kecil pelajar bukan jurusan perakaunan yang mendapat pencapaian yang cemerlang bagi kursus ini. Dapatan ini selaras dengan kajian Ismail (2011), memfokuskan kepada faktor yang menyumbang kepada kecemerlangan pelajar bukan jurusan perakaunan yang mengambil kursus Perakaunan Pengurusan. Ini adalah tidak mustahil bagi pelajar bukan bidang perakaunan untuk memperolehi keputusan cemerlang jika mereka memang dikategorikan sebagai cemerlang dalam bidang akademik.

## 5.0 LIMITASI, CADANGAN KAJIAN MASA HADAPAN DAN RUMUSAN

### Limitasi dan Cadangan kajian masa hadapan

Kajian ini hanya memfokuskan kepada pelajar yang mengambil kursus DPA1013 bagi program diploma di Jabatan Perdagangan, politeknik Zon Selatan sahaja. Adalah dicadangkan agar kajian ini diperluaskan kepada seluruh Politeknik Malaysia.

Selain itu, kajian ini hanya melibatkan yang mengajar kursus ini. Dicadangkan kajian akan datang untuk melibatkan pelajar dan pensyarah bagi mendapatkan informasi yang lebih bersepadu dalam melihat tahap kesesuaian kurikulum dari kedua belah pihak. Kajian juga boleh menyentuh keperluan mengadakan kursus baharu khas untuk pelajar bukan jurusan perakaunan.

Kajian awal ini hanya melibatkan satu aspek di dalam kurikulum iaitu penilaian kandungan silibus. Bagi mendapatkan konsensus yang holistik kelak, adalah dicadangkan agar kajian akan datang turut mengambilkira kesesuaian tempoh pengajaran dan pembelajaran, keberkesanan kaedah pengajaran yang dilaksanakan dan keberkesanan bahan pengajaran yang digunakan.

### Penutup



Secara umumnya, Kurikulum DPA1013 *Fundamentals of Accounting* adalah sesuai untuk pelajar bukan jurusan perakaunan. Namun terdapat beberapa sub topik yang perlu dilihat semula kesesuaian dan ditambah baik oleh Bahagian Pembangunan Kurikulum, JPP kerana ia merupakan antara faktor penyumbang kepada jurang pencapaian yang besar dan keputusan kurang memuaskan bagi pelajar bukan jurusan perakaunan. Ini juga bakal memberi kesan kepada pencapaian Programme Educational Objective (PEO) dan Programme Learning Outcome (PLO). Kajian ini dapat menyumbang kepada Bahagian Pembangunan Kurikulum (Jabatan Perdagangan), Jabatan Pendidikan Politeknik dalam memperkasakan kurikulum sediaada. Secara tidak langsung, ini akan memudahkan pelajar dalam mempelajari sesuatu kursus mengikut keperluan program pengajian yang diikutinya.

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# **Bridging Halal Industry and Islamic Finance: Conceptual Review on the Internal Governance**

**Norafni @ Farlina Rahim\***

Kolej Pengajian Islam Johor (MARSAH), Malaysia  
Email of corresponding auhtor: norafni@marsah.edu.my

## **Abstract**

Halal has become a lifestyle and lucrative business. It is no longer a pure religious issue. Malaysia is a leader in this industry which championing in most of the areas particularly in Halal food, cosmetics and pharmaceuticals and also Islamic finance. Although these industries are under the same umbrella i.e. Halal and lies the under same Shariah principle, the internal governance system are different due to the nature and complexities of the industries. Malaysia Halal Certification has achieve the world standard and become reference from other countries too. The Halal producers and manufacturers are required to comply with Trade Description Act, other Acts related with their nature of business, Malaysia Halal Standard (MS) and Manual for Halal Certification. To ensure the integrity of Halal operation, JAKIM has released the Halal Assurance Management System 2011 (HAS 2011). However, those policies are silent in the internal Halal governance framework. Compared to Islamic finance industry, they are governed by Shariah Governance Framework 2010. Thus, this study tries to review the governance system in Halal industries and Islamic finance and try to integrate them for solid better governance.

Keywords: Halal, Islamic finance, internal governance

## **1. Introduction**

Halal industry is flourishing and thriving. Global Halal economy has generate trillions of sales and it has so much potential. Not only Muslim countries generating their Halal economy, non-Muslim countries also producing Halal products to capture the Halal market (Md Nor Aidi & Ooi, 2014). The growing population of Muslims worldwide has increased the demand for Halal product; which comprises of food, non-food products services (Abdul Raufu & Naqiyuddin, 2014). In addition, the Muslims in the recent years have greater awareness in ensuring Halal for their food, products and services. It becomes a lifestyle and culture for the Muslim community where every single consumer product needs to be legally permitted by Shariah for consumption such as meat, poultry, raw food, cosmetics, pharmaceuticals, hospitality, insurance, finance, banking, tourism, supply chain and many more (Mahiah et al., 2014; Md Nor Aidi & Ooi, 2014). Halal concept in consumption is no more purely a religious issue, rather it is a lifestyle (Norafni Farlina Rahim, Zurina Shafii & Syahidawati Shahwan, 2013), a symbol of quality, assurance, (Abdul Raufu & Ahmad Naqiyuddin, 2014), a source of wealth creation for economy and become a global phenomenon (Md Nor Aidi & Ooi, 2014).

The Halal industry is one of the areas that are currently in attention by Malaysian government. It is due to the impact made by Halal industry player and also the great recognition of the Halal certification from the rest of the world. Malaysia now strengthening its role to be the Global Halal Hub. In June 2015, Malaysian Government has announced its Eleventh Malaysian Plan (RMK11) (2016-2020) toward achieving high-income country and public happiness. In Thrust VI: Re-Engineering Economic Growth, Halal industry is one of the subsectors in Focus Area A in Transforming Services (EPU, 2015, pg.8-18). In RMK11, it mentioned that, "A business-friendly ecosystem and greater collaboration between agencies related to Halal certification and auditing processes will be enhanced" (EPU, 2015, pg. 8-18).

However, there are some cases on the misconduct of Halal management practise such as improper hygienic process and expiration of Halal certification (Hayati, Khairul Anuar & Khairul Rijal, 2008). This has ignited some discomfort feeling and hesitancy of the consumption and confidence on Halal product. Furthermore, there is little information is known whether the food companies practising Halal Assurance Management System (HAS) as stipulated by JAKIM (Muhammad Haziq, Sazelin, S., & Safiah, S., 2014). The standards in Halal industry is insufficient to encounter the *Haram* (forbidden) and *Syubhah* (dubious) issues.

This paper tries to review the recommendations proposed by several researchers in strengthening the internal Halal governance. The objective of this paper is to integrate the Shariah governance that been used in Islamic financial institutions (IFIs) released by Bank Negara Malaysia with the current governance of Halal for Halal-product companies and businesses as stipulated in Halal Assurance System 2011 released by Department of Islamic Development, Malaysia (JAKIM).

## **2. Literature Review**

### **2.1 Bridging Halal Industry and Islamic Finance**

The term of Halal economy has been discussed by Irfan Ishak & Che Man (2011), Irfan Ishak, M. Daud, & Suhaimi (2014), Mohd Ali (2014) and MIFC (2014). Halal economy is the combination of Islamic finance and Halal industries. This is because the values and the principles lies within the industries are similar. i.e. based from Holy Quran, *Ahadeeth* (Sayings of the Prophet Muhammad PBUH), *Ijma'* (Consensus of Muslim scholars), *Qiyas* (Analogy) and *Ijtihad* (Logical reasoning). It means, the Islamic finance and Halal industries are inter-related and a perfect symbiosis nexus (Norafni & Zurina, 2016).

Although Halal industry and Islamic finance are under the same principles and values, both industries somehow lack of nexus (Norafni & Zurina, 2016). The current scenario looks like both main industries are somehow separated and independent (Irfan Ishak, Daud, & Suhaimi, 2013; Mariatul Aida & Rosidah, 2013; Mariatul Aida & Rosidah, 2014; Nurul Aini, Nathasa, Sumaiyah & Nor Asiah, 2014; Purnomo, Rosidah & Faridah, 2015). There are many studies done theoretically and empirically in both fields but very few crossing the paths between them. In another realm, Rahman, Tareq and Mahdzir (2016) propose to integrate the performance measurement in Islamic banking into the Halal industry based on *Maqasid Shariah* (Objective of Shariah).

In the matter of governance, the studies by Zurina & Siti Noradibah (2015), Nurul Aini, et al., (2014), Irfan Ishak et al., (2013) are among few who tries to look at the integration in between these two sectors. Zurina & Siti Noradibah proposed the Shariah Governance Framework (SGF 2010) in Islamic finance sectors into the Halal assurance system. Nurul Aini et al. (2014) and Irfan Ishak et al. (2013) look the governance system in both industries in which we can surmised that there still a room for integration for example in research, training and development.

### **2.2 Governance System**

Corporate governance is defined as a system on how firms are directed and controlled (Muhammad Rizky & Mohamad Ali, 2016). Corporate governance in Islamic perspective should have *Tawhid* as the episteme and Shariah board at the top of the governance (Choudury & Ziaul Hoque, 2006). Although there is no perfect governance system, the good corporate governance should have clear defined responsibilities and expectations for board members, disclosure, transparency, description on shareholder rights, compliance and mechanism for both internal and external governance system (Samra, 2016).

### **2.3 Shariah Governance in Islamic Finance Institution**

Shariah Governance Framework (SGF 2010) has been introduced by Bank Negara Malaysia as a governance standard for Islamic Financial Institutions (IFIs) in the aspects of governance structures, process and arrangements comprising of Shariah review, Shariah audit, Shariah risk management and Shariah research. The SGF 2010 structure and their functions is as follows:

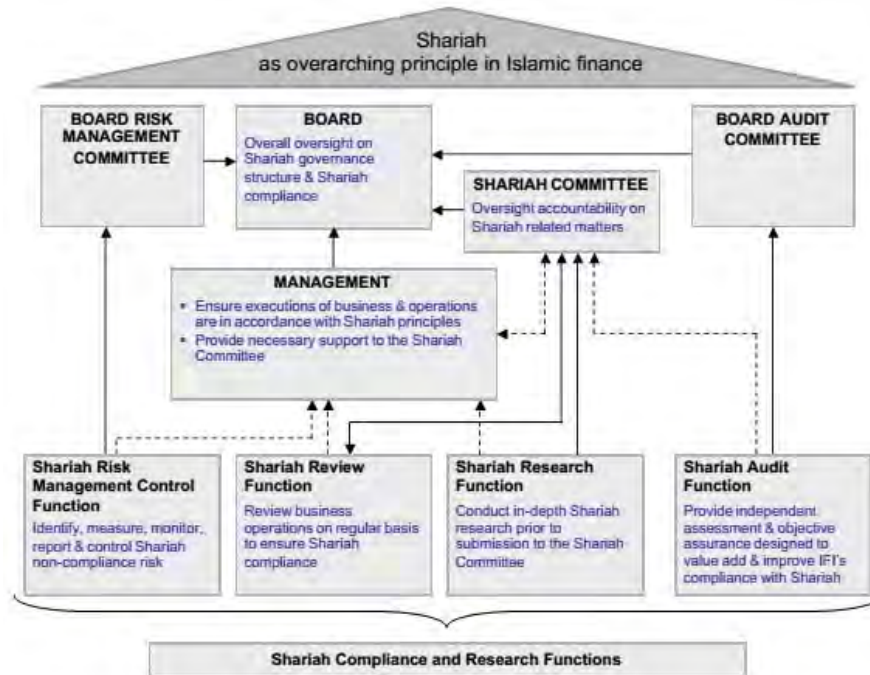


Figure 1: Shariah Governance Framework (2010)  
Source: Bank Negara Malaysia

## 2.4 Halal Governance

In the field of Halal industry, the governance and regulatory framework is quite complex due to the nature of the industry. Halal industry consisting several industries with different natures of businesses which tied with different Acts and legal framework. The unity of these industries are bounded by Halal certification and Halal Assurance Management System 2011 (HAS 2011) which need to be complied by all businesses in Halal industry. Most of the studies in Halal governance are hovering in Halal certification (Sri Nor Haslina, Fadilah & Azlina, 2016; Nuruhuda, Nor Laila & Zainal, 2014; Nornadia, Harlina & Ahmad Naqiyuddin, 2016) but very few studies emphasizing the internal Halal governance. Furthermore, the current Halal assurance system is emphasizing around the Halal certification; pre-Halal certification, during Halal certification and post-Halal certification.

Malaysia Standard (MS), Manual Procedure for Halal Certification (MPPH) and HAS 2011 has required the top management of organization to establish Internal Halal Committee (IHC) which include Halalan-Toyyiban Leader, Halalan-Toyyiban Committee, Halal Executive Officer and Halal Auditor.

In Clause 3.2.2.1 of MS2400:2010-1(P) Halalan-Toyyiban Assurance Pipeline – Part 1: Management System Requirements for Warehousing and Related Activities and MS 2400:2010-2(P), Halalan-Toyyiban Assurance Pipeline – Part 2: Management System Requirements for Transportation for Good and Cargo Chain Services mentioned that the top management shall appoint Halal-leader, committee and advisor. In clause 3.2.2.2, a Halalan-Toyyiban leader should ensure the Halalan-Toyyiban management system is

established, implemented and maintained in accordance with the standard. Their responsibility include organizing and coordinate the Halalan-Toyyiban activities such as verifying the Halalan-Toyyiban Assurance Pipeline. Halalan-Toyyiban leader reporting the effectiveness of management standard for management review.

In clause 3.2.2.3 in the same MS, Halalan-Toyyiban Committee was set up to develop, maintain and review the Halalan-Toyyiban risk management. The committee should know the Halal principles and reporting to the Halalan-Toyyiban leader. In clause 2.1 of HAS 2011, Internal Halal Committee (IHC) should be established to preserve the Halalan-Toyyiban effectiveness by controlling, monitoring and developing the HAS. It should have at least four members comprise of chairman, internal Halal executive and officer to manage Halal matters of the company. In clause 3.1 of MS1500:2009-1(P): Halal Food- Production, Preparation, Handling and Storage, Halal Executive Officer are functioning as workforce that to guarantee the viability of internal Halal control framework. In Manual of Halal Certification, in clause 9.1, the Halal auditor is independent and not involving in Halal certification. Halal auditor have privilege on access all the crude material for test, documentation, storage, company profile, and all necessary documents for auditing.

## 2.5 Research Gap

SGF 2010 is considered so far as the most comprehensive framework for internal governance. (Zurina & Siti Noradibah, 2015). It is so because it addresses the focal issues in assurance system. In the study by Nurulhuda et al. (2016), the focus group has voice out the issue of unstandardized of governance system in Halal industries, in which the respondents has gave example of SGF 2010 as the best practice to unify the process of whole Halal supply chain.

According to Zurina and Siti Noradibah (2015), although the Halal Assurance System 2011 (HAS 2011) improve the management standards of Halal organization, it still lacks authority and clear reporting structure to the higher authority; the Shariah Committee and top management i.e. Board of Directors (BOD). It also lacks of coherent term in practicality and accountability to ensure the Halal integrity. The researcher has proposed the adoption SGF 2010 into the Halal assurance system.

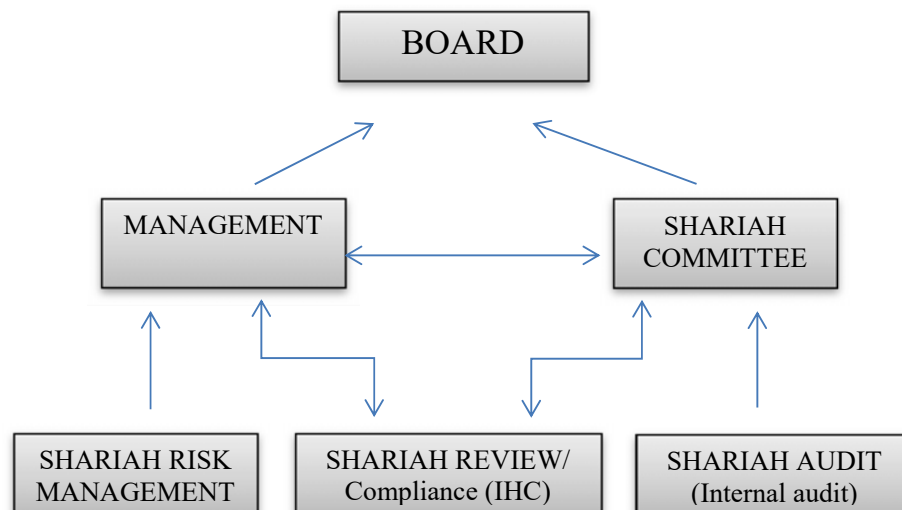


Figure 2: Proposed Governance Framework of Halal Industry.  
Adopted from SGF 2011 by Zurina & Siti Noradibah (2015)

Zurina and Siti Noradibah (2015) has outlined the functions and role of each organ. Shariah Committee for example is proposed to internal Halal governance to observe the entire operation to comply with Halal requirement, as well as approving all the legal documentation needed in Halal operation. Management is the intermediaries of the internal governance system, where it supplying the manpower, providing training and responsible to implement the policy made by Shariah Committee and Board. Board of Director must supervising the whole structure toward Halal compliance and responsible for the internal governance system and framework. Shariah Risk Management functioning as the one who deal with non-compliance issues and control the recurrence of risk. Shariah Review on the other hand assesses the activities and operation that should not contradict with Halal principles. This include the evaluation of premises and operation of whole Halal supply chain. Shariah Audit, as it name implies auditing the whole operation, structure, procurement of Halal ingredients, and whole management system (Zurina & Siti Noradibah, 2015).

### 3. Conceptual Model of Integration for Internal Halal Governance

The previous subtopics have explain briefly the need for internal Halal governance system. Thus, this paper tries to integrate the Shariah Governance Framework (SGF 2010) currently practiced in Islamic financial institution, which also been proposed by Zurina & Siti Noradibah (2015) into the existing Halal assurance system. This will ensure the robustness of internal Halal governance system and empowering the Halal integrity. Halal governance system not only strengthening the assurance system, but also saving time, minimizing the risk for non-compliance or non-conformities, improve the effectiveness of the whole Halal operational system.

The functions and role of each organ is similar as in Malaysian Standards and what has been proposed by Zurina and Siti Noradibah (2015) which is adoption from SGF 2010, only that this framework include Halalan-Toyyiban leader as the reporting organ under Halal Advisory and Management. This is to equip the role of Halalan-Toyyiban leader in make the internal Halal governance smooth and effective.

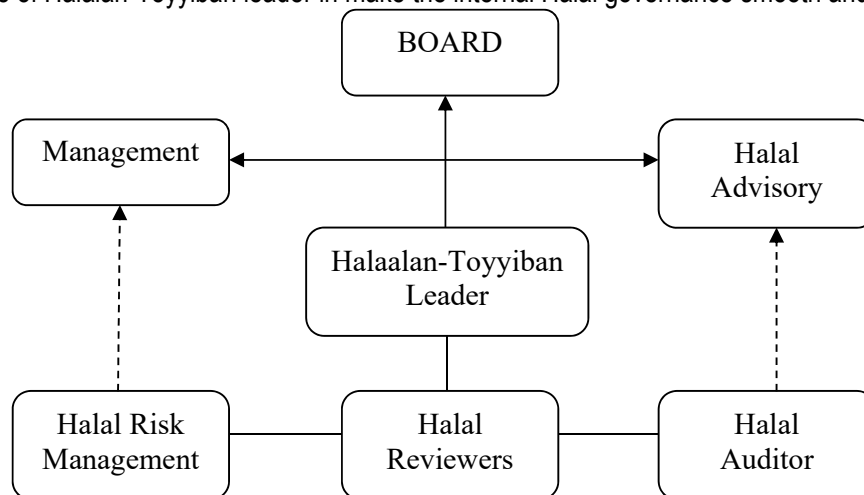


Figure XX: Conceptual Integration framework of Internal Halal Governance

—> Direct reporting  
 ---> Indirect reporting

## Conclusion

Halal is not only a matter of lawful and forbidden in Shariah view, but it has become the lifestyle and a symbol of quality assurance. The practice of Halal covering all aspects of life and transaction. This include Islamic finance, food, cosmetics and pharmaceuticals, supply chain, warehouse, tourism, and all. Thus, the assurance of Halal is needed to preserve the integrity of Halal, as well as strengthening Malaysia as a Global Halal Hub. As Halal industry and Islamic finance seems lack of nexus and integration, several proposals been made by few researchers to make these industries to have a unity in governance to achieve the good standard in quality assurance. Although Halal industries is quite complex with various legal framework to cater different nature of industries, there is lack in internal governance. The internal Halal governance should be geared up to ensure Halal integrity.

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# EDUCATION

## The Impact of Emotional Intelligence on History Subject Achievement of Secondary School Students: Quasi Experimental

Ros Saidatunnaziah Md Yusoff, Nik Rosila Nik Yaacob & Melissa Ng Lee Yen Abdullah

Pusat Pengajian Ilmu Pendidikan, Universiti Sains Malaysia, Malaysia

Email of corresponding author: saidatun@hotmail.com

### Abstract

The study investigated the impact of emotional intelligence on academic achievement of secondary school students in Kota Setar, Malaysia. The purpose of the study was to examine the relationship between emotional intelligence and academic achievement among secondary school students. A sample of 173 participants randomly selected from four secondary schools was used. The schools were randomly assigned to the two treatment conditions (with and without emotional intelligence activities module) and control group. Questionnaire and achievement test were employed to generate data for the study. Two research hypotheses were formulated to guide the study. The hypotheses were tested using descriptive statistical method, *split plot* ANOVA (SPANOVA). The study revealed that there is a positive relationship between emotional intelligence skills and academic achievement such that developing emotional intelligence skills of a student will lead to the enhancement of his/her academic achievement. The findings of this study may assist stakeholders in the education sector in developing a better understanding of the effects of emotional intelligence on the academic achievement of secondary school students.

Keyword: emotional intelligence, integrated, emotional intelligence module, academic achievement, history subject

### 1. Introduction

Concerns about the effect of emotional intelligence (EI) toward academic achievement is not new. Around 30 years ago there are a lot of studies about the emotional intelligence. Certain researchers reported that higher emotional intelligence level can supported the academic achievement. Their emotional intelligence levels, however were not associated with low academic performance (Jaeger & Eagan, 2007; Ferrando et al. 2011; MacCann et al. 2011; Opatye 2014). Two-third of those attaining a class have excellence result in their examination and prior high emotional intelligence scores were associated with achieving a good result. Compared with the norm, the students as a whole also had different achievement with difference teaching and learning technics (Chee-Huay dan Kee-Jiar, 2015; Dan, 2011; Hii and Fong, 2010).

Applying the psychological aspects of teaching media in integrating emotional intelligence is very important to produce effective teaching and learning theory. This is because teaching strategies or methods present in the design of learning in module which is call EIIAM (Emotional Intelligence Integrating Activities Module) as a medium for teaching and learning was based on these theories. This statement is supported by Norila Md Salleh (2009) and Jones (2012) who stated that emotional intelligence integration into learning should be appropriate to the source, goal based learning and learning theories. According to Kashani, Azimi, & Vaziri, (2012) study defined that if emotional intelligence does not take into the theoretical foundations of learning it does not help to meet learning goal. The theoretical assumption of emotional intelligence being implied in academic performance is popularized by Goleman's EI theory, which highlights that one's learning and overall life success is determined by emotional regulation, especially through self-awareness, social-awareness, self-management and relationship

management.

### **1.1 Integrating Emotional Intelligence in Classroom**

Integration of emotional intelligence is a method of social emotional learning into school (Pasi, 2001). Social Emotional Learning (SEL) is part of a holistic educational theory that assists human development as a whole, including intellect, emotion, physical, social, aesthetic and spiritual (Meaker, 2006 cited in Lindsay 2013, p.9). The SEL program has had many impacts on education including the impact on academic achievement, the influence on pro-social behavior and the problems, and is the best practice for the design and implementation of programs in education (Lindsay, 2013). However, education in Malaysia does not follow the social and emotional learning curriculum although it is embodied in its educational philosophy to provide holistic human development. Integration of emotional intelligence should be emphasized in education as well as emphasis on cognitive achievement. Cognitive achievement always correlated with the motivation and attitude students to the subject. However the literature on prediction of school achievement shows that the main non-cognitive predictors of academic performance (Morony et al. 2013; Stankov et al. 2012) are student-related measures, particularly psychological constructs that can be grouped under the label of self- beliefs. The findings reported in Stankov et al. (2012) suggest that confidence is an even better predictor of achievement than domain-specific. Non-cognitive predictors of academic performance related with attribution of students. Attribution theory is cognitive theory of motivation which states that a relationship between students' beliefs with their achievement. From the Opatye, (2014) study, found that student' belief can cause success or failure in whatever they do. The ways these beliefs are internalised will influence students' academic achievement, expectation to success and self-concept. Attitude is inclination to gaining a skill and it is identified as individual characteristics that provide a background for accepting a positive subject or denying a negative one. According to Eagly and Chaiken (1998 cited in Opatye, 2014, p 240) study , an attitude can be defined as a positive or negative evaluation of people, objects, event, activities, ideas, or just about anything in student environment. There was debate about precise definitions about the attitude to evaluate the positive and negative about anything (Opatye, 2014). Opatye (2014) also give the opinion about his study that teachers should also discover the emotional intelligent, test anxiety and stress levels so as to reduce these psychological effects on subjects in school.

The divergent views concerning the role of EI in academic performance have important implications for the homological network of EI theory and educational practice (Opatye, 2014). On a theoretical level, elucidating the contribution of EI to students' academic achievement may inform our understanding of the extent to which emotion-related personality traits play a part in achieving important educational outcomes (MacCann et al., 2011).

In the content of learning through the module student will be guided to actively participate in the learning environment if space for problem solving is provided. According to the module when teachers give the activities about the emotional intelligence skills which was integrated with the historical syllabus this will drive student to collaborative and cooperative in the small group. This is because according to the theory of constructivism provides guidance and principles that should be considered when developing a module based learning environment. One most important set of guidelines is to provide authentic learning environment present in a meaningful learning context (David P. Ausubel, 1968).

### **1.2 Research**

Objective of this study were to investigate the impact of emotional intelligence on academic achievement of secondary school students in Kota Setar, Malaysia. The purpose of the study was to examine the relationship between integrating emotional intelligence and academic achievement among secondary

school students. The research question were what the impact of emotional intelligence on academic achievement of secondary schools students and what the relationship between integrating emotional intelligence and academic achievement in History subject. The null hypothesis that create from the literature were there no significant differential between score mean pre-test and post-test among three group and second hypothesis was there no effective significant difference integrating emotional intelligence in History subject between experiment group.

## 2. Methodology

This study uses quasi-experimental design and it was conducted over a period of six weeks. The samples were Form 2 students in secondary school in Malaysia. Sample of 173 students individuals was selected using the opportunity or convenience sampling, among student from school which was had the average performance and achievement in SPM (*Sijil Pelajaran Malaysia*) for History subject. Only four school were chosen in this study from 11 schools listed in average performance. 82 students in experiments group with module, 45 students in experiments group with out module and 46 students in control group.

In this study, module was developed to integrate emotional intelligence (EI) using four core skills self-awareness, self-management, social awareness, and relationship management. These four skills are based upon the model created by Daniel Goleman. This model is a competency-based framework that is intuitive and easy to apply in real-world settings, which makes the elements with education world. The first two skills focus on person, and the third and fourth skill focus on his/her contact with others. The assessment provides an elements from EI to blend with syllabus from History subject and the score as well as a score in each of the emotional intelligence factors.

The achievement performance question was administered and academic performance was correlated with mark History subject in the pre-test and post-test. The intervention was implements in six weeks. It was good period in quasi experimental study (Creswell, J. W, 2012).

This paper uses only SPANOVA analysis procedures to quantitatively synthesize the results of empirical studies, on the relationship between integrating EI and academic performance. The focus of this article is on not only assessing the validity of integrating EI for predicting academic performance but also integrating emotional intelligence elements to students for their individual life and their social life.

## 3. Results

Levene's test value not significant shows that the variance of dependent variables in the study population is the same across all three groups of respondents of the study. Therefore the study data fulfilled the similarity of the SPANOVA test variance.

Table 1: Levene's Test of Equality of Error Variances<sup>a</sup>

	F	df1	df2	Sig.
Pre mark	.164	2	170	.849
Post mark	2.174	2	170	.117

Tests the null hypothesis that the error variance of the dependent variable is equal across groups.

The findings refer to Table 2 which shows the mean score from the pre-test of Historical Achievement on the EI<sub>A</sub>, EI<sub>B</sub> and NT groups each earning 48.41, 27.60 and 37.00 respectively. Nevertheless, the mean score of the EI<sub>A</sub> group achievement showed the highest score and thus showed that the group was made up of clever pupils.

The result of the comparison of the pair shows that after controlling the type 1 error by using the

*Bonferroni* method, the mean score for the post test history is significantly higher than the pre-test for the treatment group with module (the mean value difference in historical achievement score 1.10 for all the group).

Table 2: Mean and standard deviation score within three group

	Group	Mean	Standard Dev	N
Pre mark	El <sub>A</sub> (with module)	41.87	24.10	82
	El <sub>B</sub> (without module)	34.28	23.18	45
	NT (normal teaching)	34.33	22.65	46
	Total	37.89	23.65	173
Post mark	El <sub>A</sub> (with module)	47.52	25.10	82
	El <sub>B</sub> (without module)	33.80	21.02	45
	NT (normal teaching)	28.88	20.35	46
	Total	38.99	24.22	173

The results of the *Sphericity Mauchly* test in the coordination of the df data and the F value cannot use in this study because p value was significant. After adjustment, *Huynh-Feldt* result used and value indicates that there was a major effect of the pre-post independent variables. The pre-test and post-test interactions shows [F 1.00, 170.00 =.002, p<.05] was no significant also the pre-post\*group interactions [F 2.00, 170.00 =1.893, p<.05] was not significant. This study accept the null hypothesis and defined that emotional intelligence have no interaction with History Achievement in all the group have no associated with the emotional intelligence. But all the group showed the increasing in score mean between pre-test and post-test.

Table 3: Tests of within –subject effects

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
prepost	Huynh-Feldt .751	1.000	1.501	.002	.969
prepost * GROUP	Huynh-Feldt 1889.423	2.000	1889.423	1.893	.154
Error(prepost)	Huynh-Feldt 84818.282	170.000	997.862		

Graph shows the effect of historical score, no interactions between treatment groups and control groups across both tests where the mean value of the historical score for the treatment group using the module increases linearly from the test to the next, while the historical score for the control group also increases. The group from treatment without module had a linear line and the control group decrease post-test lower than pre-test.

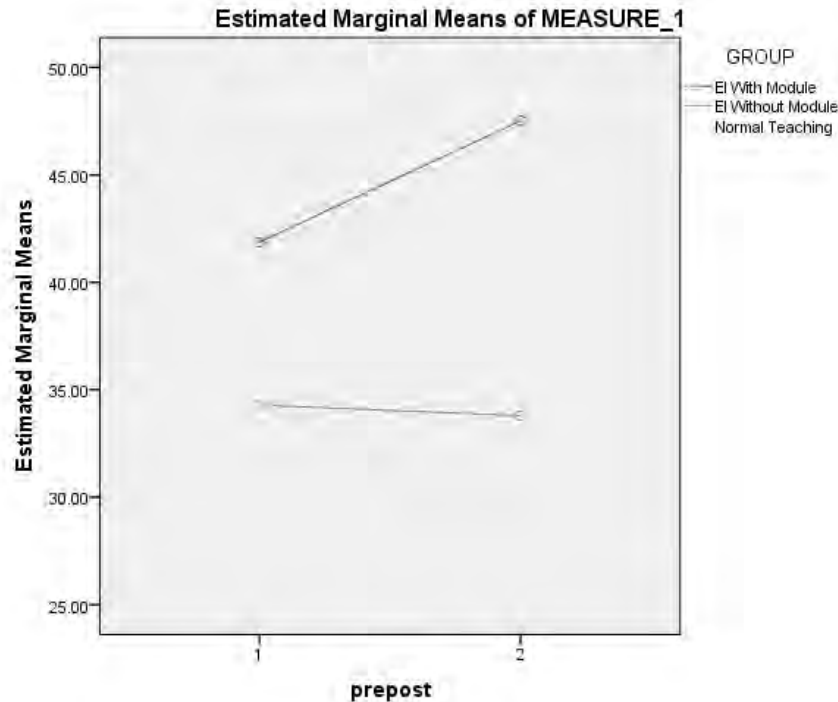


Figure 1: Graph pre and post with every group

The second hypothesis was there no effective significant difference integrating emotional intelligence in History subject between experiment groups although the results are almost identical, that all groups have increased performance but the group using the emotional intelligence integration module increases better than other groups. Finally, and relatedly, results obtained from the analysis may serve to clarify and refine the theoretical position concerning the role of EI in academic performance. Indeed, there has been little concerted effort in the psychological literature to specify the theoretical mechanisms linking EI and academic performance, with even less attention given to the conditions under which EI may be more strongly associated with academic performance.

### 3. Conclusion

Findings also showed that there was no significant relationship between integrating emotional intelligence and academic achievement ( $p > 0.05$ ), and there was significance difference in academic achievement of participants based on participants' engagement in history classroom. It was therefore recommended that efforts should be made to look into other pressing factors like self-esteem, teacher's attitude, student's attitude, parental background among others which may be influencing student's poor academic achievement.

Other researchers have reported correlations between EI and academic performance of a similar magnitude and direction using different measures of EI. Before and after the intervention pre measure and post measure EI inventory should be measure to know the level of emotional intelligence of the students. It seems that the EI-achievement link generalizes across multiple instruments, and thus is construct-related rather than method-related. On the other words the study defined that the emotional intelligence can be teach to studenst in the right way because the emotional intelligence is part of the ability (MacCann et al., 2011; Zeidner, Robert and Matthew, 2002). Students with higher levels of emotional intelligence tend to gain higher levels of academic achievement.

Teachers can also use the example of Lesson Plan based on emotional intelligence provided in the study as a guide to planning different learning activities, especially in the context of pupils with different learning

approaches. Integrating the emotional intelligence presented can be an alternative to History teachers in diversifying teaching and learning strategies, especially in schools' moderate achievement. When EI was emphasized in teaching and learning, some problems related to student achievement, learning approaches and attitudes toward subjects can be overcome.

For the curriculum and evaluation section, the findings of this study are expected to give some insight into the relationship between emotional intelligence, attitudes towards History and student success in following each curriculum made in the curriculum development section. With this, the curriculum development centre can take the initiative to integrate emotional intelligence just like elements of patriotism that are included in Form Two History textbooks.

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## **Gamification of Kahoot! Boosts Students' Motivation in ESL Classroom**

**Rosmawati binti Mohd Daud<sup>a</sup> & Juhari Sham bin Jusoh.<sup>b</sup>**

<sup>a</sup>Kolej Profesional MARA Indera Mahkota Kuantan Pahang Malaysia

<sup>b</sup>Kolej Profesional MARA Bandar Penawar Kota Tinggi Johor Malaysia

Email of corresponding author: roskpmim@gmail.com

This paper analyzed the effectiveness of using Students Response System namely Kahoot! to activate students' motivation and engagement in learning English as a Second Language (ESL) at a college. A survey method was used in this study with the purpose to find out and investigate the students' perspective on using Kahoot! in English class. The sample consisted 30 college students who are undergoing diploma level of study. Questionnaire were distributed to the students and informal interview was done to find out what their perceptions of using this approach in English as a Second Language (ESL) class. The findings indicated that Kahoot! was effective to boost students' motivation and engagement in the English as a Second Language (ESL) classroom.

**Keywords:** Kahoot!, motivation, ESL, Students Response System.

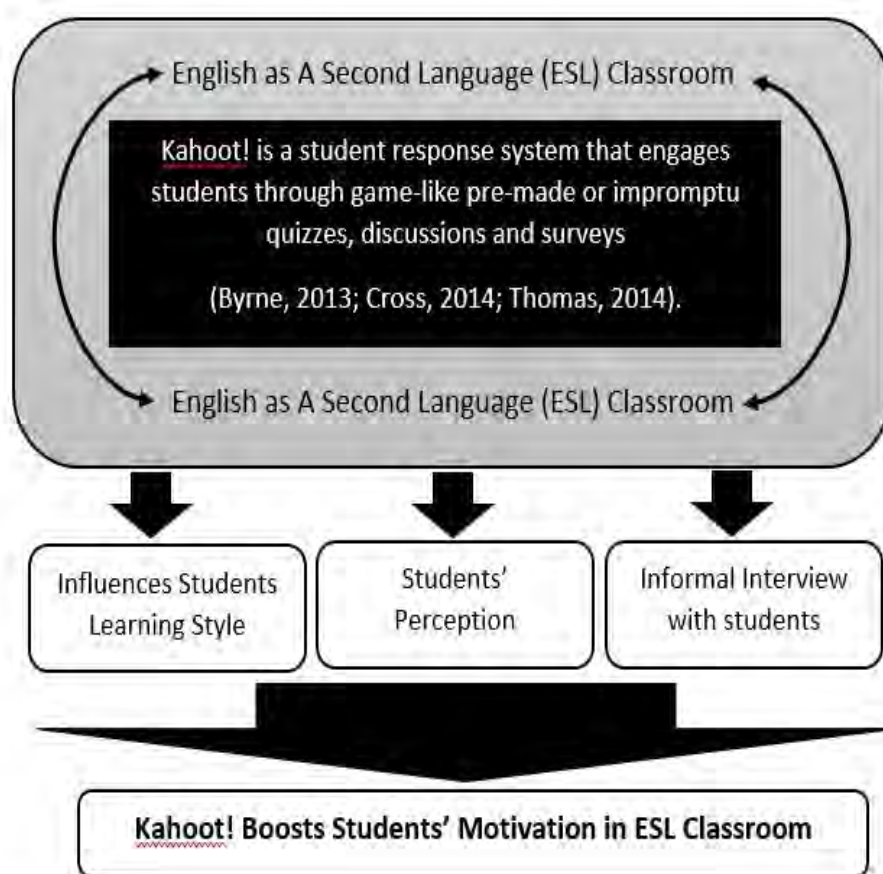
### **1. Introduction**

Game-based learning is believed as a best practice in education. Research and empirical data support game learning as an effective tool for educators to use in the classroom because it engages students in problem solving, critical thinking and review of content knowledge. Furthermore, students feel that learning through games especially the language learning class make them more interesting to enjoy and participate the content of delivery.

Today's students speak digitally; they are all "native speakers" of the digital language of computers (Xiao, 2013). If we educators do not take up the challenge to be compatible with our students' ability, we will be left behind. The circumstances will become more worst when the role of educator can as information transmitters will be no more significant since students can find everything they required without any guidance outside of their classrooms (Jusoh, 2009).

This study aims to analyze the effectiveness of using Students Response System namely Kahoot! to activate students' motivation and engagement in learning English as a Second Language (ESL) at a college.

## 1.1 Conceptual Framework



**Figure 1. Conceptual Framework of the Study**

Figure 1 shows the conceptual framework of the study with the concept that is based on Byrne, 2013; Cross, 2014; Thomas, 2014.

*"...Kahoot!! is a student response system that engages students through game-like pre-made or impromptu quizzes, discussions and surveys (Byrne, 2013; Cross, 2014; Thomas, 2014)."*

Students' perceptions of the use of this gamification in ESL Classroom can be determined. This conceptual framework also explains students' motivations contributing to students' learning English. This study is an attempt to investigate students' perception on the using gamification method such as Kahoot!! Most specifically, this study tries to answer the following research question: What are students' perceptions on the gamification of Kahoot! in ESL Classroom?

## 2. Literature Review

Gamification is understood as "the use of game-based mechanisms, aesthetics and game thinking to engage people, motivate action, promote learning and solve problems (Kapp, 2012). One of the objectives of gamification is to influence the behaviour of people, through the experiences and feelings that are built through games, encouraging commitment and loyalty of users, customers and workers (Ramírez, 2014) and using "motivation for the achievement of specific objectives" (Teixes, 2015: 18).

It has also been argued that game-based situated learning environments promote student motivation and engagement. Unfortunately, very few researchers began to move the discussion of complex problem solving beyond descriptive research (Eseryel, Law, Ifenthaler & Gee 2012).

It is undeniable that quiz game applications based on students' response tools such as Kahoot! is considered as one of the relevant sources to build complementary education material that attract twenty first century students. As general, this tool allows building online quiz games, which can be used in the education area especially in ESL class.

Students do not need a Kahoot!! account to access the quiz and can access the quiz through any device with a web browser, such as an iPad, Android device, or Chromebook (Byrne, 2013). It is an advantage since there are many students and almost all tertiary students have a smartphone to access into this game. However, teachers do need an account to create quizzes (Thomas, 2014).

### 3. Research Methodology

#### 3.1 Research Design

In this study, thirty students (30) were chosen as the sample for the research. The selection of these students was based on the convenient sampling as they were chosen based on the fact that they are studying in the researcher's workplace that is Kolej Prodesional MARA, where the study was conducted.

#### 3.2 Research Instrument

**Table 1. Overview of the Questionnaire Items**

Section	No	Topic	The approach for data gathering was
A (Questions 1–2)	2	Students' background	
B (Questions 1–12)	12	Students' general perceptions on Kahoot!!	

adapted from a method developed by Goodnough and Woods (2002) through this questionnaire items for a study of "Students and Teacher Perceptions of Mind Mapping". The questionnaire was used for the research due to the purpose of the survey, i.e. to find out students' perception of using game-based such Kahoot!! in ESL Classroom. The researcher distributed the questionnaire to 30 students after they had English lessons which using Kahoot!! as one of the learning style. This was to find out students' perception of Kahoot!!. The responses would enable the researcher to answer research question of the study.

According to Najib (1999, as cited in Mumtaz and Mahadir, 2007), there reasons why questionnaires are popular instrument for data collection. This is because questionnaires have some advantages over other data collection methods. This questionnaire is divided into two sections. The first section is on demographic factor, whereby the students are asked to write their SPM Grade for English.

For the second section, the students were asked to indicate either "yes" or "no" for their answer. The researcher used the close-ended type of questions because it is easy for low proficiency students to understand them. There are a total of 10 questions in this section and all are related to the students' perception towards Kahoot!!. The analysis was done using quantitative method. Percentages and means were used to analyse the data and identify students' perception towards Kahoot!!.

#### 4. Findings And Discussion

**Table 2. Students' General Perceptions of Kahoot!**

No.	Items	Yes (%)	No (%)
1.	Have you ever played any language games?	86.6	13.4
2.	Was Kahoot!! funny?	97	3
3.	Did you learn something from Kahoot!!!?	97	3
4.	Would you recommend Kahoot!!!?	100	0
5.	Does Kahoot!! motivate you to learn English?	100	0
6.	Kahoot!! motivates me very much because I can win	90	10
7.	Kahoot!! motivates me very much because I can master my knowledge	87	13
8.	Kahoot!! motivates me very much because I can do with others	37	63
9.	Kahoot!! motivates me very much because I can know the purpose	93	7
10.	I feel positive with Kahoot!!	80	
11.	I feel neutral with Kahoot!!	16.6	
12.	I feel negative with Kahoot!!	3.3	

Table 2 showed the results for the students' general perceptions of using gamification of Kahoot!!.

It was interesting to know that to what extent, the students were familiar with any language games so that the items revealed the score that almost 90% of students have played the language games before. The majority of the students have the experiences on playing this games but Kahoot!! for them is the first time. Some of them have mentioned in informal interview as well, what language games that they have been involved. While also some of them found that they have been through certain language games via offline.

As to trigger the opinion of students' feedback on Kahoot!! gamification, there are almost all (97%) students said yes that Kahoot!! is fun while only small score said no for that. While the vast majority also as previous item of the questionnaire that agreed this game had been given something to learn. It showed that, majority students said yes that they learnt something from this game. What is more is all students or 100% of them recommended Kahoot!! as one of many ways of interesting learning style.

The researcher also indicated certain questions in the items to find out their intrinsic motivation towards the games in their ESL classroom. All students agreed that Kahoot!! motivated them to learn English. To clarify and to figure out to what extent that these students feel motivated in Kahoot!! way of learning, the researcher decided to test that component of the item with reward, master, teamwork and purpose.

Reward that is desire to win dominated that games itself about winning and losing. Almost all of the students were strongly engaged with the game because of the reward that is champion at the end of the competition. It indicated that students quite motivated by the prospect of winning.

The results were reversed in the case of mastery that is master in students' knowledge. More than half of the students were very interested in developing competence. This indicated that Kahoot!! helped them understanding more about the lesson.

Meanwhile, teamwork looked much lower than the rest of the reasons of motivation. Only small scored of them who liked the idea of playing with others. This result might have related to the nature of Kahoot!! itself that focus on individually concept. The clear and known purpose of the game which is not only winning but also revising, checking, and consolidating knowledge was also appreciated by about all of students.

The majority of those who evaluate the game got the positive feeling that is 80% of students. A tiny proportion which 3.3% felt that Kahoot!! was negative. While the rest scored 16.6% that felt neutral. While the game system evaluated fun, the learning outcome, and feelings, the post-gaming questionnaire addressed the key question of the research, evaluating how motivating the Kahoot!! game could be.

The very significant finding from this study was the mastery that master in their knowledge. It showed the effectiveness of using Kahoot!! as one of the teaching methods or a tool. This also indicated that even though the way may be a bit complicated and novice, the students seem to be open and eager to learn through the use of an online game. The high level of this type of learning recommendation suggests as well that innovative approach by using technology in education is better than common chalk and talk traditional teaching and the subsequent practice involving numerous and monotonous exercises, such as filling the gaps, completing sentences with appropriate verb forms, matching forms, or choosing the correct option in multiple choice exercises.

This demonstrates that Kahoot!! game in ESL classroom able to result in good output in which students try their level best to get correct answers in order to win the game and become champion. On the other hand, it is stated there by the participants that the only interesting activity being done on that in that ESL lesson was playing the game. In spite of it was quite short lesson and few other activities were arranged too, yet the online game only seems to be very interesting and mind blowing for the students.

The effective online game class such as Kahoot!! luckily, can be arranged and built by the intrinsic motivation and inborn inspiration driven. This proves in that students in this new era focused more towards ICT tools based education rather than chalk and talk method. They too give much preeminence to game base learning styles. At last, numerous students were hoping to have more games in their future language classrooms. This shows in that they want a fun and enjoyable environment to study rather than brick and mortar education. Despite the fact that they were making a lot of sounds and clamors throughout the games, yet the score that related them in motivation and inspiration is a result and outcome showing in that they are learning at the same time.

Generally, the result of this study can be concluded by a common view on gamification by Kevin Werbach, who expresses that

*"...gamification can motivate people to undertake activities that they otherwise wouldn't do. If that means hitting the gym regularly or having a more enjoyable engagement with a brand, it's a good thing".*  
(Werbach, 2014, loc. 959)

In conversation or informal interview with students as participants, it was discovered that individual reflection was empowered on the grounds that there is an objective to be accomplished (being the game winner). Below are some responds idea by students through conversation with the researcher;

*"I have problems if the language class is too slow and dull. It falls me asleep and lose focus. Even though I have no problem understanding the lesson. Game-based lesson such as Kahoot!! with immediate feedback explanation are an amazing way to get my attention and make learning easy and enjoyable..."*

Meanwhile students also have proposed that other teachers/lecturers to use Kahoot!! in their lesson too.

*"I would like to suggest that the other subjects also can have more interactive lessons as the one we had in English lesson using Kahoot!..."*

## 5. Conclusion

The fact that to face by all language teachers is gamification might be present in ESL classrooms. The reward and feedback need to be gratitude and accomplished in no-waiting time. It would affect motivation when it comes very hard sometimes due to delayed and lateness. Gamification can add motivation to learning activities and as such should not be underestimated. Indeed, there have already been gamified classes in educational institutions and this trend is very likely to develop.

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# Using Smartphone in the ESL Classroom Improves Students' Vocabulary Acquisition via Kahoot!

Juhari Sham Jusoh

Kolej Profesional MARA Bandar Penawar Kota Tinggi Johor Malaysia

Email of corresponding author: juhari@mara.gov.my

This paper is aimed to investigate and demonstrate the positive impact of using smartphone through Kahoot! game-based platform in the English Language Classroom to improve students' English vocabulary acquisition. The current development in Malaysian education field, 21st century learning style is more focused and given importance. Specifically, the game-based learning platform such as Kahoot! through its capability can create a meaningful learning environment. Vocabulary acquisition was measured in terms of reading passage assessments. The sample of 30 students of diploma level from a college participated in this study. Antonym and Synonym with Contextual Clues were parts of the items in the assessment. Results indicated that all students improved their vocabulary assessment scores in the game-based quiz Kahoot! was played. The use of Kahoot! also increased students' participation and involvement in ESL classroom. The results of the student satisfaction survey indicated that students enjoyed using their smartphone in the classroom during the lesson and playing the game-based quiz Kahoot!. They found this Students Response System is easy to use.

**Keywords:** Kahoot!, vocabulary, ESL, Antonym, Synonym

## 2. INTRODUCTION

Majority of college and university students in our country currently using smartphone as a favoured method of communication. In spite the rules at schools in specifically state that mobile phones should not be in schools, it is quite obvious that this would require constant monitoring, therefore, it would be more advantageous to utilise these smartphones in teaching. However, this rule does not apply for post-secondary school students such in colleges and university. There are many case studies on using smartphone in the classroom. According to Marcus A, Hennesy in his article stated that there are three examples of the situation that school students are allowed to bring and use their smartphone in the class with certain rules and regulation.

*"...Teens at Mounds View High School in the Twin Cities area were given the green light to use their favorite technologies in class, including PDAs, tablets, and smartphones. Teachers concede a few drawbacks to the new policy, but they contend the learning opportunities outweigh the disadvantages. Impressed with the positive feedback generated by supportive teachers, the Minneapolis School District recently approved a broader measure to allow tech devices into more classrooms..."* Marcus A, Hennesy (2017)

In order to understand how this device can be manipulated into games and learning technology, this paper will explore how games-based quiz can be used for learning and how it affects giving positive impact to the user as students and teachers. Are there any engagement and motivation built in the lesson? This paper is aimed to investigate and demonstrate the positive impact of using smartphone through Kahoot! game-based platform in the English as A Second Language (ESL) classroom to improve students' English vocabulary acquisition.

### **3. LITERATURE REVIEW**

It is undeniable that quiz game applications based on students' response tools such as Kahoot! is considered as one of the relevant sources to build complementary education material that attract twenty first century students. As general, this tool allows building online quiz games, which can be used in the education area especially in ESL class.

It has also been argued that game-based situated learning environments promote student motivation and engagement. Unfortunately, very few researchers began to move the discussion of complex problem solving beyond descriptive research (Eseryel, Law, Ifenthaler & Gee 2012).

Students do not need a Kahoot!! account to access the quiz and can access the quiz through any device with a web browser, such as an iPad, Android device, or Chromebook (Byrne, 2013). It is an advantage since there are many students and almost all tertiary students have a smartphone to access into this game. However, teachers do need an account to create quizzes (Thomas, 2014).

By using only, the small but smart device that is smartphone, this technology can be manipulated as teaching and learning tool for delivery lessons in the classroom. Furthermore, it shows that smartphones can have a huge impact on student achievement as described by Gretchen Krebs (2012) in her article. The advantages and disadvantages as learning and teaching tools were discussed by Ecycle (2012) and stated that smartphone apps allow college students to access information quickly, thus increasing their college performance.

Chen (2013) researched the educational versus non-educational app usage among college students found that almost 60% of the college students used their mobile devices for academic purposes and gave the positive impact in their academic.

Implementing vocabulary instruction through the use of technology has the ability to increase student test scores (Sharma & Unger, 2016). Utilizing technology to teach vocabulary creates an engaging means of instruction that also allows for a transition from monotonous and outdated dictionary practices to meaningful exercises (Sharma & Unger, 2016). Kahoot!!, a game-based learning platform that serves as a student response system (Dellos, 2015), provides an engaging method for students to practice their newly learned vocabulary.

The ability to utilize Kahoot!! as a student response system may encourage students who have anxiety or are introverted to participate more freely; thus, making the lesson more effective for them (Stowell & Nelson, 2007). In addition, Kahoot!! provides immediate feedback to the teacher and student (Stowell & Nelson, 2007), which serves as a formative assessment. It appears that students have the ability to self-assess their progress throughout the use of Kahoot!. In addition, teachers can gauge their students' progress on vocabulary acquisition while creating a fun and engaging means for promoting learning and retention.

### **4. RESEARCH METHODOLOGY**

#### **3.1 Research Design**

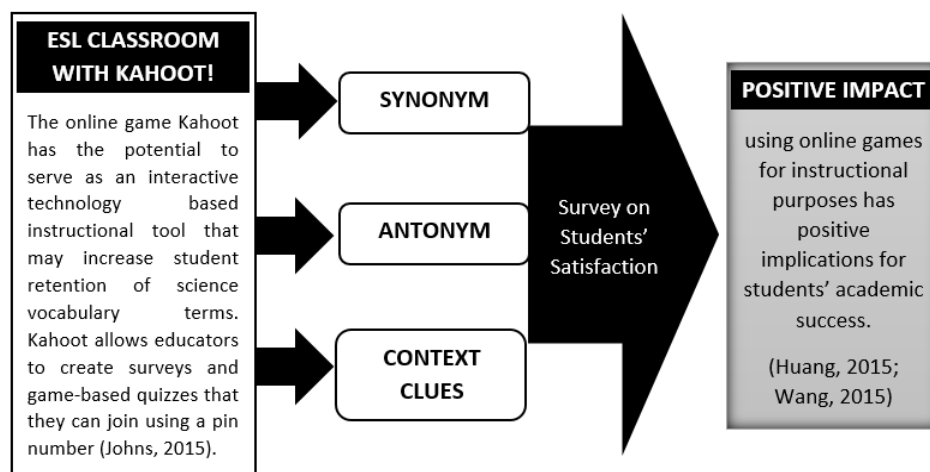
In this study, thirty students (30) were chosen as the sample for the research. They are diploma students in semester one with the average level of English proficiency. This can be seen through their result in SPM that scored only credit.

The lesson for reading comprehension used common topics as scheduled in the scheme of work or course outline that provided by the college academic affair. Meanwhile certain common subtopic in reading comprehension such as information transfer, contextual clues, dictionary skills, predict the outcomes, skimming and scanning were discussed in the lessons. These reading techniques were the valuable and useful techniques to gain and improve students' vocabulary acquisition.

Students were assessed on their vocabulary acquisition via weekly vocabulary quizzes generated in Kahoot!! at the end of every reading comprehension lessons. This is a way for students to utilize the Kahoot!! as a medium of assessment tool and at the same time to make them get used with technology in education. However, there was one game-based quizzes that took part as formal assessment for this research after finished all the reading comprehension lessons in three weeks.

Students were also asked about their satisfaction on the online game-based quizzes; Kahoot!. They were given a Likert survey after they finished their formal assessment with Kahoot! game-based quiz.

### 3.2 Conceptual Framework



**Figure 1. Conceptual Framework of the Study**

Figure 1 shows the conceptual framework of the study with the concept that is based on John, 2015 and Huang & Wang 2015.

*"...The online game Kahoot! has the potential to serve as an interactive technology based instructional tool that may increase student retention of science vocabulary terms. Kahoot! allows educators to create surveys and game-based quizzes that they can join using a pin number (Johns, 2015)."*

After common session of the lesson for reading comprehension; series of questions were tested through the game-based quizzes, Kahoot!. This assessment wants to figure out this method of application as a medium of assessment does give the positive impact for student's vocabulary acquisition or not, instead of dull and common answers writing using the traditional way; paper and pen. Antonyms, syonyms and contextual clues were parts of the content in the questions tested. Study by Joseph Pede (2017) showed that students improve their scores in assessment through Kahoot! and managed to retain their vocabulary acquisition tremendously.

At the same time, the study also wants to find out the students' satisfaction on Kahoot! as a tool in their lesson in English classroom. This can be determined by the survey on students' satisfaction distributed. This conceptual framework also states that the implication for students in learning the lesson with this method, Kahoot! that gave positive impact for academic success with fun, easy and encouraged learning atmosphere. Huang and Wang (2015) have mentioned that:

*"...using online games for instructional purposes has positive implications for students' academic success."*

## 5. FINDINGS AND DISCUSSION

**Table 4.1 Individual Students' Formal Kahoot!! Quizzes Scores**

<b>Students</b>	<b>Antonym (20 marks)</b>	<b>Synonym (20 marks)</b>	<b>Context Clues (10 marks)</b>	<b>Total Marks (100%)</b>
Student 1	18	19	10	94
Student 2	20	20	10	100
Student 3	20	20	10	100
Student 4	20	20	10	100
Student 5	20	20	10	100
Student 6	20	20	10	100
Student 7	20	20	10	100
Student 8	20	19	10	98
Student 9	20	19	10	98
Student 10	20	19	8	94
Student 11	19	19	9	96
Student 12	20	19	9	96
Student 13	19	19	9	96
Student 14	20	19	9	96
Student 15	20	19	9	96
Student 16	20	19	9	96
Student 17	19	19	9	94
Student 18	20	19	9	96
Student 19	18	19	9	92
Student 20	17	19	9	90
Student 21	20	18	9	94
Student 22	20	18	9	94
Student 23	20	18	9	94
Student 24	20	20	9	98
Student 25	20	20	9	98
Student 26	20	20	9	98
Student 27	20	20	9	98
Student 28	20	20	10	100
Student 29	20	20	9	98
Student 30	20	20	9	98

Table 4.1 shows the results of the individual scores for the formal assessment at the end of all reading comprehension lessons were taken. From the data obtained 7 over 30 students or 23.33% showed the highest score that they did all the correct answers. This finding proved that Kahot! used in teaching and learning reading comprehension with the exercises and practices to answer the vocabulary assessments did bring positive effect to students on their vocabulary acquisition. With regards to the

margin of score among students, the lowest score was 90% that student 20 did answer only 45 correct answers. Generally, it can be said that students by drilling, exercising and practicing answer through Kahoot!!, students can improve and retain their vocabulary acquisition.

The purpose of this study is to explore how smartphone can be manipulated into games and learning technology such as Kahoot!. The result of vocabulary assessment through Kahoot!! and students answered their quizzes or tests by using their smartphones, showed and proved this technique gave positive impact to the user as students. This study reinforces previous study by Abrams & Walsh (2014) that suggested using online games for vocabulary instruction increases student vocabulary assessment scores.

Is there any engagement, motivation and satisfaction built in the lesson? To answer this question, the result of the survey showed that their satisfaction through Likert-scale to investigate and demonstrate the positive impact of using smartphone through Kahoot! game-based platform in the English as A Second Language (ESL) classroom to improve students' English vocabulary acquisition.

**Table 4.2 Students' Satisfaction Survey**

	<b>Statement</b>	<b>Strongly Agree (%)</b>	<b>Agree (%)</b>	<b>Undecided (%)</b>	<b>Disagree (%)</b>	<b>Strong Disagree (%)</b>
1	I found Kahoot! easy to use.	93	7	0	0	0
2	The Kahoot! game kept me on task.	66.6	16.6	16.6	0	0
3	I would rather use technology to stay on task.	83.3	16.6	0	0	0
4	The Kahoot! game was a distraction.	0	0	0	56.6	43.3
5	I would like to use the Kahoot! game in other classes or settings to help me study.	50	40	10	0	0
6	I enjoyed using the game in class.	90	10	0	0	0
7	I am prepared for tests and quizzes after using Kahoot!.	47	43	10	0	0
8	I would like to share this technology with friends and other students.	100	0	0	0	0

Table 4.2 shows, the result of the survey of students' satisfaction through Likert-scale to investigate and demonstrate the positive impact of using smartphone through Kahoot! game-based platform in the English as A Second Language (ESL) classroom to improve students' English vocabulary acquisition. All thirty (30) students completed the Likert satisfaction survey. All of the students or 100% strongly agreed and agreed that Kahoot!! was easy to use. In addition, 83.2% of the students indicated

that Kahoot! kept them on task while 16.6% undecided. 83.3% of students indicated that they strongly agreed to use technology to help them stay on task. 100% of the students indicated that they did not think that Kahoot! was a distraction to them in class. It indicated that 100% of the students enjoyed using Kahoot!. and 90% of students indicated that they felt Kahoot! helped to better prepare them for tests and quizzes while 10% undecided. All of them strongly agreed they would rather use technology to learn than paper and pencil and all students strongly agreed they would like to use Kahoot!! in other classes to help them learn. In terms of sharing the technology with others, 83% of students indicated that they would like to share Kahoot! with other students.

## 6. CONCLUSION

Technology in education is one effort that teachers can open for their students on their academic journey. Students are asked to bring their smartphones to college as an instructional device that can be used to enhance learning in the classroom. Game-based learning is a best practice in education and finding ways to integrate competitive games in the classroom that promote learning is essential for educators in the twenty first century. To integrate the technology in education with ready personal devices for every college student, the Kahoot!! is amazing.

In order to maintain the privileges of using smartphone in the classroom, teachers and administrators have to conclude that students are eager to uphold the terms and conditions given. On the other hand, the advantage of innovative technology of smartphone itself can be used and manipulated as medium of improvement in their academic success.

This study was encouraging as it shows the positive effect that Kahoot! has improved and retain students' vocabulary acquisition. It also showed that Kahoot! in class does have some positive effects on keeping students focused and increasing on task behavior. The results of the student satisfaction survey were positive and showed that the students enjoyed playing Kahoot! as well as found it beneficial to their assessment preparedness. While this study demonstrates the positive effects that Kahoot! has on vocabulary acquisition in students.

Further studies are recommended to be conducted with a larger number of participants, and over a greater time period to further the research on Kahoot! and vocabulary acquisition. All these statements can be a reality if educators teach respectful and appropriate use the technology in the classroom and use it to build students' academic right path. As a result, the future of education technology looks bright.

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## **Amalan Kepimpinan Lestari Pentadbir Sekolah dalam Pembangunan Kompetensi Profesionalisme Berterusan Guru**

**Nur Syafiqah bt Alias & Mohd Izham Mohd Hamzah**

Fakulti Pendidikan, Universiti Kebangsaan Malaysia.

Email of corresponding author: nursyafiqah304@gmail.com

Pada masa ini aspek keberkesanan dan kecemerlangan kepimpinan sekolah menjadi agenda utama Kementerian Pelajaran Malaysia. Kepimpinan sekolah perlu sentiasa dinamik dan inovatif bagi memastikan misi dan visi sekolah serta dasar pendidikan negara tercapai. Kerajaan telah mempromosikan program pembangunan profesionalisme secara berterusan bagi guru-guru yang sedia ada sebagai satu langkah untuk melengkapkan diri guru dengan pengetahuan, kemahiran, nilai dan amalan profesional keguruan. Kertas konsep ini membincangkan tentang amalan kepimpinan lestari pentadbir sekolah dalam pelaksanaan pembangunan kompetensi profesionalisme guru berdasarkan kajian lepas. Perbincangan ini turut meliputi kepimpinan lestari dan model pembangunan profesionalisme berterusan. Antara aspek yang perlu diberi perhatian dalam pembangunan profesionalisme guru ialah memenuhi keperluan guru, kepakaran fasilitator, pendekatan pembelajaran aktif, peranan pihak pentadbir sekolah dan penglibatan berterusan guru dalam pembelajaran profesional. Sebagai penambahbaikan, kertas konsep ini mengutarakan beberapa cadangan bagi memastikan program pembangunan profesionalisme guru dapat dilaksanakan dengan lebih berkesan dan mencapai matlamat yang telah ditetapkan.

*Keywords: Kepimpinan Lestari, Pembangunan Profesionalisme Berterusan, Kompetensi Guru*

### **1. Pengenalan**

Kecemerlangan pendidikan dalam sesebuah sekolah banyak bergantung kepada kepimpinan yang dilaksanakan oleh pentadbir sekolah tersebut. Matlamat aspirasi pendidikan negara tidak akan tercapai jika kepimpinan sekolah terlalu tertumpu kepada tugas pentadbiran sahaja sedangkan bidang pentadbiran hari ini bersifat dinamik (Chan Yuen Fook, 2000). Pentadbir merupakan individu utama yang memainkan peranan dalam membuat usaha terhadap penambahbaikan sekolah dan seterusnya melestarikannya. Kepimpinan lestari merupakan salah satu gaya kepimpinan yang boleh diamalkan oleh para pentadbir sekolah. Kepimpinan lestari merupakan satu model kepimpinan khusus bagi menilai kepimpinan dalam bidang pendidikan. Hargreaves dan Fink (2003) menyarankan agar kepimpinan lestari perlu menjadi komitmen dan keutamaan semua pentadbir sekolah dalam melaksanakan tugas-tugas mereka.

Dalam konteks ini, pembangunan kompetensi profesionalisme berterusan bagi guru merupakan faktor penting yang harus diberi perhatian. Oleh itu, pentadbir sekolah perlu memberi penekanan kepada pembangunan kompetensi profesionalisme berterusan bagi guru. Ini selaras dengan anjakan keempat di dalam Pelan Pembangunan Pendidikan Malaysia (PPPM) 2013-2025 iaitu "Mentransformasi Profesion Perguruan Menjadi Profesion Pilihan". Meningkatkan kualiti Program Pembangunan Profesionalisme Berterusan guru merupakan salah satu usaha ke arah melahirkan guru yang berkualiti dan menjadikan profesion keguruan dihormati dan dipandang tinggi sesuai dengan amanah yang dipikul dalam pembinaan generasi masa hadapan negara.

### **2.0 Pernyataan masalah**

Kajian yang dijalankan oleh tokoh pendidikan (Harris, B. 2007) mengenai sekolah dan keberkesanan kepimpinan menunjukkan bahawa organisasi sekolah yang semakin kompleks memerlukan anjakan amalan dan penyesuaian dari perspektif kepimpinan. Azlin Norhaini Mansor (2006), Foo Say Fooi (2003) dan Daresh (2001) menyatakan kebimbangan mereka kerana masih terdapat ramai pengetua



menggunakan model pengurusan klasik. Penggunaan model klasik ini memberi impak kepada guru. Kepemimpinan sekolah masa kini perlu berubah atau diperbaharui untuk memastikan sekolah mengalami perubahan yang berterusan.

Kajian kepimpinan yang dijalankan oleh Jemaah Nazir Sekolah 2003 di sekolah berkesan di semenanjung Malaysia, mendapati pemimpin sekolah yang berkesan memberi perhatian yang berat terhadap aspek-aspek kepimpinan seperti gaya kepimpinan, budaya ilmu dan berfikir, permuafakatan, motivasi dan dorongan, kepimpinan kurikulum dan pengupayaan kepimpinan di tempat kerja. Selaras dengan konsep let manager manage pengoperasian Pengoperasian Latihan Peningkatan Profesionalisme Bidang Pengajaran dan Pembelajaran bagi pegawai perkhidmatan pendidikan ini dilaksanakan secara school based di mana pihak pentadbir sekolah bertanggungjawab untuk mengurus dan melaksanakan pembangunan profesionalisme kepada guru-guru.

Masih terdapat barisan pemimpin sekolah yang masih memandang sepi terhadap agenda perubahan dan kesediaan perubahan dalam persekitaran organisasi pendidikan (Azlin 2006; Jamelaa Bibi & Jainabee 2011) sedangkan kepimpinan organisasi pendidikan harus bertindak sebagai agen perubahan yang perlu melaksanakan perubahan dalam organisasi (Fullan 2007). Kajian yang dijalankan oleh Rosnah Ishak & Muhammad Faizal A.Ghani (2012) menyatakan kepimpinan sekolah perlu memberi perhatian sewajarnya kepada aspek pembangunan modal insan guru memandangkan selama ini kepimpinan sekolah lebih memberi tumpuan kepada pencapaian pelajar.

Perkembangan staf merupakan aspek yang sentiasa diberi perhatian terutama sekali oleh Jemaah Nazir Sekolah apabila mereka membuat pemeriksaan di sekolah (Lokman & Kalsom 2010). Usaha meningkatkan pengetahuan dan menyampaikan maklumat baru diperlukan oleh guru novis malah penting juga kepada guru yang telah lama mengajar. Ini disebabkan banyak perkembangan terkini dalam dunia pendidikan menuntut kefahaman untuk dilaksanakan oleh guru dalam pengajaran mereka. Kajian yang dijalankan oleh Yoon et al., (2007) dan Guskey, (2009) mendapati bahawa banyak masa perlu diperuntukkan untuk tujuan pembangunan profesional. Bagi memastikan usaha kerajaan yang menggunakan dana yang banyak tidak mendapat hasil yang sepatutnya, program pembangunan profesional guru perlu dibuat dengan usaha yang teliti dan berhati-hati.

### **3.0 Kepimpinan Lestari**

Kepimpinan lestari merupakan satu model kepimpinan khusus bagi menilai kepimpinan dalam bidang pendidikan. Hargreaves & Fink, (2003) menjelaskan kepimpinan lestari bermaksud tersebar dan berkekalan iaitu perkongsian tanggungjawab yang tidak menghapuskan sumber manusia dan kewangan. Amalan kepimpinan lestari ini mampu membina satu persekitaran pendidikan yang menggalakkan percambahan dan gabungan idea dan amalan yang berjaya dalam komuniti serta berkongsi pembelajaran dan pembangunan. Kepimpinan lestari diperlukan untuk membangunkan sekolah dan warganya melalui perkongsian kuasa dan proses pembelajaran secara kekal dalam usaha melestarikan kecemerlangan dan pencapaian sekolah.

Terdapat tujuh prinsip kepemimpinan lestari yang digariskan oleh Andy Hargreaves dan Dean Fink (2003) iaitu membina kapasiti sekolah dan kepelbagaian sekolah, keutamaan matlamat jangka panjang, membina kepelbagaian sumber, pengagihan kepemimpinan, mewujudkan pemimpin pelapis, membudayakan pembelajaran, pengoptimuman sumber manusia dan menitikberatkan faedah dan kemajuan untuk semua pihak di sekolah. Hargreaves dan Fink menyarankan agar kepimpinan lestari perlu menjadi komitmen dan keutamaan semua pemimpin sekolah dalam melaksanakan tugas-tugas mereka. Oleh itu, para pentadbir perlu memahami pendekatan atau amalan-amalan kepimpinan lestari untuk menguruskan sekolah dengan lebih berkesan. Tanpa melestarikan legasi kepimpinan sudah pasti keunggulan sesuatu sekolah tidak dapat dikekalkan.

Beberapa kajian lepas menunjukkan bahawa amalan kepimpinan lestari telah membawa kepada perubahan yang positif kepada keberkesanan sekolah. Kajian oleh Habib & Zaimah (2012) mendapati bahawa amalan kepimpinan lestari guru besar di daerah Segamat berada pada tahap sederhana tinggi sekaligus menunjukkan bahawa kepimpinan lestari yang diamalkan akan membantu meningkatkan prestasi kerja guru. Supian & Khadijah (2012) menyatakan hasil kajian menunjukkan kepimpinan lestari yang telah diamalkan pada keseluruhannya berada pada tahap yang tinggi. Ini bermakna guru besar mengamalkan kepimpinan lestari dengan kadar yang kerap samaada secara sadar atau sebaliknya. Dapatan ini selari dengan kajian yang dijalankan oleh Syed Ishak (2015) di Sekolah Menengah Agama Bahagian Kuching menunjukkan keseluruhan dimensi amalan kepimpinan lestari pengetua di sekolah yang dikaji berada pada tahap yang tinggi.

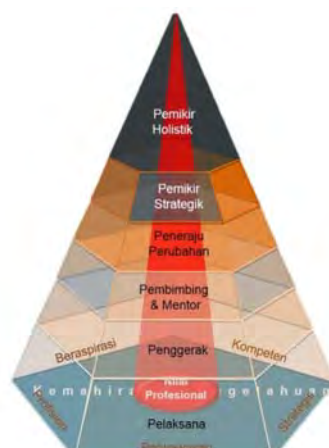
Dalam kajian Lokman (2009) kepimpinan di sekolah telah mengamalkan strategi kepimpinan lestari dalam memastikan segala objektif, matlamat dan visi sekolah tercapai. Ng Shok (2014) dalam kajiannya mendapati kepimpinan lestari mempunyai hubungan secara langsung dengan prestasi kerja guru di sekolah. Abdul Ghani (2005) menegaskan bahawa amalan kepimpinan lestari oleh pengetua berkeupayaan meningkatkan prestasi guru dan sikap guru. Manakala Koh (2008) menyatakan bahawa dengan kepimpinan lestari, pengetua sekolah yang cemerlang akan membangunkan minda guru-guru melalui keupayaan kepimpinan guru-guru iaitu merujuk kepada penglibatan meluas dan ketrampilan dalam tugas memimpin.

#### 4.0 Pembangunan Profesionalisme Berterusan

Kementerian Pendidikan Malaysia (2014) mentakrifkan Pembangunan Profesionalisme Berterusan sebagai pengalaman pembelajaran guru dan pemimpin sekolah melalui penglibatan secara formal dan tidak formal dalam pelbagai aktiviti pembangunan profesionalisme berterusan sepanjang kerjaya untuk peningkatan pengetahuan, kemahiran, kepakaran dan amalan nilai serta ciri-ciri profesional yang berkaitan bagi meningkatkan kualiti pendidikan untuk memenuhi keperluan pendidikan abad ke-21.

Seperti yang digariskan dalam Pelan Pembangunan Pendidikan Malaysia 2013-2025 (PPPM 2013-2025) dibawah Bab 5 : Guru dan Pemimpin Sekolah aspek Latihan dan Pembangunan Prestasi (LDP) diberi penekanan yang lebih khusus. Di Malaysia, guru-guru diberikan latihan dalam perkhidmatan yang mencukupi bilangannya iaitu tujuh kali setahun berasaskan sekolah (mesyuarat profesional Kementerian Pelajaran Malaysia bilangan 7/2007). Pembangunan profesional di sekolah perlu meliputi beberapa bidang iaitu pengetahuan profesional (60%), kemahiran profesional (20%), dan nilai dan amalan profesional keguruan (20%) (KPM 2009). Ini selari dengan dapatan Guskey & Yoon, (2009) yang menyatakan pembangunan profesionalisme perlu mengutamakan pengetahuan profesional terutama kandungan pengetahuan dan pedagogi. Rajah 1 di bawah ialah Model Pembangunan Profesionalisme Berterusan yang diperkenalkan oleh Kementerian Pendidikan Malaysia.

Rajah 1: Model Pembangunan Profesionalisme Berterusan



Model Pembangunan Profesionalisme Berterusan (PBB) adalah berasaskan tiga dimensi kompetensi, lima atribut dan enam peranan dan tanggungjawab guru di sekolah. Kompetensi merupakan kombinasi kompleks daripada nilai, pengetahuan dan kemahiran yang perlu dimiliki oleh seseorang guru dalam meningkatkan profesionalisme keguruan. Selain itu, guru yang mempunyai tahap kompetensi yang tinggi akan dapat menerajui sesebuah organisasi dengan baik (Sharifah Shafie et al 2013). Tahap kompetensi guru boleh ditingkatkan melalui program pembangunan profesionalisme berterusan.

Pembangunan professional guru telah diakui sebagai komponen teras sebarang perubahan dalam pendidikan khususnya usaha-usaha untuk meningkatkan prestasi sekolah (Amin Senin 2008). Ini disokong oleh Abdul Rahman (2011) yang menyatakan bagi memastikan sekolah berfungsi dengan berkesan, perkembangan professional perlu berlaku kepada kumpulan guru yang berkembang secara professional serta bekerjasama. Menurut Abdul Ghani (2009) antara kesan positif proses pembangunan profesionalisme keguruan ialah amalan dan kepercayaan guru, pembelajaran pelajar dan pelaksanaan reformasi pendidikan. Penekanan kepada tujuan pembangunan profesionalisme berterusan yang dilakukan boleh meningkatkan pengalaman pembangunan profesionalisme berterusan dan meningkatkan perubahan dalam amalan individu dan hasil di peringkat sekolah Muijs et al, (2004). Melalui pembangunan profesional, guru akan diberi peluang untuk meningkatkan ilmu dan skil dalam kandungan dan pengajaran mereka secara intensif, berterusan dan bersistematik bagi meningkatkan pengajaran, pembelajaran dan suasana sekolah. (Kathryn et al. 2008). Cordingley et al (2003, 2005b) menyatakan hasil pembangunan profesionalisme berterusan termasuk keyakinan guru dan motivasi, meningkatkan keberkesanan diri, keterbukaan kepada idea-idea baru dan amalan yang berubah-ubah serta lebih bersemangat.

### **5.0 Amalan Kepimpinan Lestari Pentadbir Dalam Pembangunan Kompetensi Profesionalisme Guru**

Dalam era globalisasi, pentadbir sekolah perlu memainkan berperanan sebagai agen perubahan. Hargreaves & Fink (2006) menegaskan bahawa pemimpin bukan sahaja berperanan sebagai pengurus iaitu memberi arahan untuk mendapat kecemerlangan tetapi mereka juga membina kecemerlangan secara bekerjasama dengan kakitangan bawahannya. Antara aspek yang perlu diberi perhatian oleh pentadbir dalam pembangunan kompetensi profesionalisme guru ialah memenuhi keperluan guru, kepakaran fasilitator, pendekatan latihan pembelajaran aktif, peranan pihak pentadbir sekolah dan penglibatan berterusan guru dalam pembelajaran professional.

#### **i. Memenuhi keperluan guru**

Setiap latihan dalam perkhidmatan yang dijalankan di sekolah perlulah memenuhi keperluan guru meliputi aspek nilai professional, kemahiran, dan pengetahuan. Pentadbir perlu mengetahui dan peka dengan apa yang diperlukan oleh guru untuk pembangunan professional mereka. Pentadbir sekolah seharusnya memberi peluang kepada guru untuk menyatakan keperluan utama mereka dan hasilnya program latihan yang dilaksanakan akan memenuhi keperluan mereka.

Pihak pentadbiran sekolah, perlu peka dan prihatin terhadap keperluan pembangunan kompetensi profesionalisme guru. Seperkara yang lebih penting, para pentadbir sekolah merupakan individu yang berautoriti dan dapat mengenali atau mengesan keperluan pembangunan kompetensi profesionalisme guru. Ini disebabkan guru-guru tidak dilengkapi dengan ilmu pengetahuan serta kemahiran untuk menangani perubahan yang kerap berlaku dalam bidang profesion yang diceburinya

## ii. Kepakaran fasilitator

Kepakaran fasilitator adalah merupakan salah satu aspek penting bagi memastikan model latihan yang berkesan. Ciri-ciri penting bagi fasilitator ini termasuk mempunyai kemahiran pengurusan konflik dan mampu menyakinkan para guru tentang perubahan pelbagai pemahaman konsep. Fasilitator juga perlu mahir dalam penggunaan pendekatan dan kaedah latihan yang sesuai akan memberi kesan yang baik kepada guru.

## iii. Pendekatan latihan pembelajaran aktif

Latihan dalam perkhidmatan yang dijalankan perlu menggunakan pendekatan pembelajaran aktif di mana guru-guru menjana idea sendiri, bertukar pandangan dan idea, berkongsi pengetahuan serta pengalaman mereka sepanjang sesi latihan. Pendekatan pembelajaran aktif dapat meningkatkan lagi keberkesanan sesuatu latihan. Kaedah latihan yang lebih aktif seperti main peranan, simulasi boleh menarik minat guru-guru terutama guru yang berpengalaman.

## iv. Peranan pihak pentadbir sekolah

Pentadbir merupakan orang yang paling berpengaruh dalam menguatkuasakan sesuatu program. Bagi mencapai standard yang ditetapkan para pentadbir sekolah perlu merancang dan melaksanakan program pembangunan profesionalisme, menilai keberkesanan program dan mengambil kira tindakan susulan mengikut keperluan, mengambil kira perkembangan pendidikan dan perkhidmatan semasa secara menyeluruh dan berterusan.

Menurut Noraida (2005), kajian yang dijalankan mengenai peranan pentadbir sekolah dalam melaksanakan program perkembangan profesionalisme dan perkembangan sendiri guru mendapati guru-guru mempunyai persepsi yang positif terhadap peranan pengetua dalam mengenal pasti keperluan, merancang, melaksanakan dan menilai pelaksanaan program perkembangan guru di sekolah.

## v. Penglibatan berterusan guru dalam pembelajaran professional

Salah satu ciri pembangunan profesionalisme yang berkesan ialah penglibatan guru secara berterusan dalam pembelajaran professional. Justeru itu, seseorang guru yang profesional haruslah sentiasa berusaha untuk mempertingkatkan tahap komitmen yang tinggi dalam perkhidmatan mereka kerana kerjaya perguruan melibatkan pembinaan insan sebagai produk yang tidak dapat dinilai dengan materialisme duniawi (Habibah & Zaharah, 2014).

## 6.0 Implikasi Terhadap Sistem Pendidikan Di Malaysia

Satu pendekatan baharu dalam meningkatkan kualiti dan standard pendidikan diperlukan dalam usaha melestarikan pendidikan terbilang. Pendekatan konvensional melalui sistem birokrasi tidak lagi sesuai untuk diamalkan dalam pengurusan sekolah. Pendekatan baharu sepatutnya lebih menekankan akauntabiliti pihak sekolah sendiri dalam memajukan sekolah. Ini bermakna pentadbir sekolah perlu membangunkan kapasiti sekolah mengikut keperluan sekolah itu sendiri. Oleh itu, para pentadbir perlu memahami pendekatan atau amalan-amalan kepimpinan lestari untuk menguruskan sekolah dengan lebih berkesan.

Sokongan pihak pengurusan juga merupakan salah satu aspek penting bagi memastikan pembangunan profesionalisme guru secara berterusan. Pentadbir sekolah merupakan orang berpotensi untuk mengurus program pembangunan profesionalisme guru secara berterusan, menjadi fasilitator kepada guru-gurunya serta menjadi penyelar sumber-sumber bagi sekolahnya. Kejayaan sesuatu program pembangunan kompetensi profesionalisme itu bergantung kepada pentadbir yang bersedia merangsang

dan menggalakkan pembangunan profesionalisme gurunya.

Matlamat dan objektif program pembangunan profesionalisme guru yang mampu mendatangkan kesan yang positif mestilah disesuaikan dengan keperluan profesional guru. Program pembangunan profesionalisme guru yang efektif memerlukan keperluan kumpulan sasar dikenalpasti secara teratur kerana ia akan menjadi landasan kepada penetapan objektif dan aktiviti program. Adalah menjadi tanggungjawab KPM, pihak PPD, pihak pentadbir sekolah untuk memastikan pembangunan profesionalisme guru berlaku dengan mengambilkira aspek keperluan guru dan perubahan semasa.

Program pembangunan guru yang sedia ada perlu dibuat penambahbaikan secara komprehensif untuk menyediakan lebih banyak peluang dan akses kepada pendidikan berkualiti, latihan dan pembelajaran sepanjang hayat untuk meningkatkan keupayaan guru, komitmen guru, mengubah sikap guru dan seterusnya meningkatkan pencapaian pelajar. Pembelajaran atau latihan berterusan perlu dan seharusnya menjadi amalan kepada warga guru dan pemimpin sekolah agar sentiasa berada pada tahap profesionalisme yang sentiasa relevan dengan perkembangan semasa.

## **7.0 Kesimpulan**

Melestarikan legasi kepimpinan pemimpin yang cemerlang merupakan pendekatan yang terbaik dalam usaha untuk memastikan kesinambungan kepimpinan bagi mencapai matlamat organisasi. Kesinambungan ini adalah diyakini dapat membantu pelaksanaan dasar sesebuah organisasi dalam tempoh yang panjang dan tekal. Kejayaan membangunkan modal insan yang holistik terletak pada peranan yang dimainkan oleh pemimpin yang cemerlang. Keperluan untuk kecemerlangan dan kecekapan pengajaran dan pembelajaran di sekolah tidak akan dapat dipenuhi tanpa komitmen yang tinggi terhadap nilai pembangunan profesionalisme iaitu yang boleh dilakukan melalui latihan dalaman ke arah pembangunan profesionalisme guru. Peranan Kementerian Pendidikan Malaysia, Pejabat Pendidikan Daerah, pihak pentadbir sekolah amat besar dalam usaha meningkatkan profesionalisme guru. Oleh itu program pembangunan kompetensi profesionalisme guru secara berterusan untuk guru perlu diperbanyakkan dan lebih meluas lagi serta berterusan untuk perkembangan potensi diri para pendidik dan seterusnya meningkatkan kualiti pendidikan di negara ini

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# Pengetahuan Matematik Untuk Pengajaran Dalam Kalangan Guru Pra Perkhidmatan di IPG

Muhamad Nazri Abdul Rahman, Sharifah Norul Akmar Syed Zamri &  
Leong Kwan Eu

Fakulti Pendidikan, Universiti Malaya, Malaysia

Email of corresponding author: nazri1979@gmail.com

## Abstrak

Pengetahuan yang dimiliki oleh seseorang guru berperanan memastikan pelaksanaan aktiviti pengajaran dan pembelajaran yang berkesan dan seterusnya mampu meningkatkan prestasi matematik murid. Tahap penguasaan pengetahuan matematik untuk pengajaran (PMUP) yang rendah dalam kalangan guru secara tidak langsung akan menyumbang kepada pelaksanaan proses pengajaran dan pembelajaran matematik yang kurang berkesan. Tujuan kajian ini dijalankan adalah: (1) untuk menguji tahap PMUP dalam kalangan guru pra perkhidmatan di Institut Pendidikan Guru (IPG), (2) untuk mengenal pasti faktor-faktor yang mempengaruhi penguasaan PMUP dalam kalangan guru pra perkhidmatan di IPG. Ini merupakan kajian awal, dan seramai empat puluh orang guru pra perkhidmatan terlibat di dalam kajian ini. Tahap penguasaan PMUP telah diukur dengan menggunakan ujian pensel dan kertas, manakala pengujian hipotesis telah dijalankan bagi mengenal pasti faktor-faktor yang mempengaruhi penguasaan PMUP. Dapatan daripada ujian pencapaian PMUP menunjukkan tahap penguasaan PMUP dalam kalangan guru pra perkhidmatan di IPG adalah pada tahap sederhana. Selain itu, didapati terdapat dua faktor utama yang mempengaruhi penguasaan PMUP dalam kalangan guru pra perkhidmatan di IPG secara langsung, iaitu peluang untuk menjalani latihan mengajar ( $\beta=0.383$ ,  $p<0.01$ ) dan peluang untuk mengikuti program pendidikan guru koheren ( $\beta=0.557$ ,  $p<0.01$ ). Manakala faktor kepercayaan efikasi pengajaran matematik (KEPM) didapati tidak mempunyai hubungan yang signifikan dengan penguasaan PMUP. Dapatan daripada kajian ini boleh dijadikan sebagai panduan di dalam merangka program pendidikan guru yang mampu melahirkan guru matematik yang kompeten selari dengan visi yang telah ditetapkan, iaitu "IPG Peneraju Kecemerlangan Pendidikan Guru".

Kata kunci: pengetahuan matematik untuk pengajaran; peluang untuk belajar; kepercayaan efikasi pengajaran matematik; pengetahuan kandungan; pengetahuan pedagogikal kandungan

## 1. Pengenalan

Pendidikan matematik merupakan salah satu daripada bidang yang diberikan penekanan oleh pihak Kementerian Pendidikan Malaysia (KPM). Melalui Pelan Pembangunan Pendidikan Malaysia (PPPM) 2013-2025 pihak kerajaan telah merancang satu hala tuju dan kerangka pembangunan yang menyeluruh untuk menzahirkan transformasi sistem pendidikan secara pantas dan mapan sehingga tahun 2025. Salah satu daripada pencetus kepada PPPM adalah kemerosotan pencapaian pelajar Malaysia dalam penilaian antarabangsa seperti *Trends in International Mathematics and Science Study* (TIMSS) dan *Programme for International Student Assessment* (PISA) (KPM 2013).

Kajian telah jelas menunjukkan pengajaran berkualiti adalah faktor penting yang mempengaruhi pencapaian seseorang murid (Fung et al., 2017; Shirvani, 2015). Selain itu, pengetahuan guru dan amalan di bilik darjah juga didapati mempengaruhi pencapaian murid (Baumert et al. 2010). Justeru kajian berkaitan pengetahuan guru pra perkhidmatan adalah sangat perlu dijalankan kerana tahap penguasaan pengetahuan yang dimiliki oleh mereka merupakan indikator penting kejayaan sesuatu program pendidikan guru (Tatto et al. 2012).

Menurut Tatto et al. (2011), terdapat dua faktor penting yang mendorong kajian dan pemahaman terhadap tahap penguasaan pengetahuan kandungan (PK) matematik dan pengetahuan pedagogikal kandungan (PPK) matematik guru pra perkhidmatan. "Pertama, pengetahuan guru mempengaruhi pencapaian murid (Baumert et al., 2010; Hill, Rowan, & Ball, 2005). Kedua, pengetahuan yang dimiliki oleh guru pra perkhidmatan di akhir kursus perguruan yang diikuti merupakan indikator utama kejayaan

program pendidikan guru yang telah diikuti”.

Tahap penguasaan pengetahuan guru adalah berkait rapat dengan program pendidikan guru yang diikuti (Qian & Youngs 2016). Loewenberg Ball, Thames, & Phelps (2008) menegaskan dalam konteks pendidikan matematik, seseorang guru perlu menguasai pengetahuan matematik untuk pengajaran (PMUP). Menurut mereka, PMUP terdiri daripada dua domain yang utama, iaitu pengetahuan kandungan (PK) matematik dan pengetahuan pedagogikal kandungan (PPK) matematik. Penguasaan kedua-dua domain pengetahuan tersebut dalam kalangan guru pra perkhidmatan adalah penting bagi menjamin mereka mampu menjadi seorang guru yang kompeten pada masa akan datang.

*Teacher Education Development Study in Mathematics (TEDS-M)* telah dijalankan oleh *International Association for the Evaluation of Educational Achievement (IEA)* pada tahun 2008 ke atas 17 buah negara bagi menyediakan maklumat berkaitan pengetahuan bakal guru sekolah rendah dan menengah rendah sepanjang mengikuti program pendidikan guru (Tatto et al. 2012). Malaysia merupakan salah sebuah negara yang terlibat dalam kajian tersebut. Seramai 524 orang guru pra perkhidmatan sekolah rendah dan 388 orang guru pra perkhidmatan menengah rendah yang sedang berada di tahun akhir terlibat dalam kajian tersebut (Leong et al. 2015). Dapatan kajian tersebut yang dikeluarkan pada tahun 2012 menunjukkan tahap penguasaan PMUP dalam kalangan guru pra perkhidmatan di Malaysia adalah rendah (Leong et al. 2015).

Terdapat beberapa faktor yang telah dikenal pasti mempengaruhi PMUP dalam kalangan guru pra perkhidmatan. Antaranya tahap pencapaian matematik semasa di peringkat sekolah, umur (Lowrie & Jorgensen 2015), peluang untuk belajar (Akkoç 2011), kepercayaan guru (Meschede et al. 2017), kurikulum matematik (Lam 2017), latihan pedagogi (Lam et al. 2009) dan sebagainya. Namun begitu, kajian ini memfokuskan faktor yang mempengaruhi penguasaan PMUP dalam kalangan guru pra perkhidmatan matematik sekolah rendah di IPG dalam aspek kepercayaan guru dan peluang untuk belajar (PUB).

Dalam konteks Malaysia, kajian emperikal berkaitan pengetahuan guru matematik adalah sangat terhad. Antara kajian yang telah dijalankan berkaitan pengetahuan guru matematik di Malaysia adalah oleh Zulkpli et al. (2017); Leong et al. (2015); Mohd Yusof & Zakaria (2015); Suffian & Rahman (2010); Tengku Zawawi, Ramlee, & Abdul Razak (2009) dan Hassan & Ismail (2008). Dapatan daripada analisis kritikal yang telah dijalankan ke atas kajian lepas menunjukkan tidak terdapat kajian yang pernah dijalankan bagi mengenal pasti faktor-faktor mempengaruhi penguasaan PMUP dalam kalangan guru pra perkhidmatan di Malaysia, khususnya di IPG. Kebanyakan kajian lepas adalah lebih tertumpu kepada pengukuran tahap kompetensi pengetahuan guru sahaja.

Kajian ini bertujuan untuk mengisi ruang jurang yang wujud dalam literatur dengan melaksanakan kajian empirikal terhadap faktor-faktor yang mempengaruhi penguasaan PMUP dalam kalangan guru pra perkhidmatan di Malaysia. Menurut Rowland & Ruthven (2011) terdapat keperluan untuk menjalankan kajian berkaitan pengetahuan pengajaran matematik. Selain itu Tirosh & Even (2007) menegaskan belum terdapat sebarang kerangka yang menjelaskan faktor yang mempengaruhi pengetahuan pengajaran matematik dalam kalangan guru.

Kajian ini dijalankan bagi menjawab persoalan kajian berikut:

- Apakah tahap penguasaan pengetahuan matematik untuk pengajaran (PMUP) dalam kalangan guru pra perkhidmatan di IPG??
- Apakah faktor-faktor yang mempengaruhi penguasaan pengetahuan matematik untuk pengajaran (PMUP) dalam kalangan guru pra perkhidmatan di IPG?

## **2. Metodologi**

Penyelidikan ini berbentuk korelasi iaitu mengkaji faktor-faktor sekait (correlates) penting yang dapat menjelaskan variasi dalam variabel bersandar, iaitu pengetahuan matematik untuk pengajaran (PMUP). Penyelidikan ini menggunakan reka bentuk tinjauan keratan rentas iaitu data-data dipungut sekali sahaja



dalam tempoh waktu yang ditetapkan (Uma Sekaran 2003). Dalam konteks kajian ini, sampel kajian terdiri daripada guru pra perkhidmatan semester akhir yang sedang mengikuti program PISMP pendidikan matematik SR, iaitu seramai 40 orang.

Kaedah pengumpulan data yang digunakan oleh pengkaji adalah dengan menjalankan kajian tinjauan menggunakan borang soal selidik. Selain daripada itu, pengkaji juga menggunakan ujian pensel dan kertas bagi mendapatkan data berkaitan tahap penguasaan PMUP. Pembentukan alat kajian untuk mengukur pemboleh ubah PMUP diadaptasi daripada Hill, Schilling, & Ball (2004). Ia terdiri daripada 15 item berkaitan PK matematik dan 17 item yang menguji PPK matematik. Bagi item yang menguji PK matematik, 4 item terdiri daripada domain pengetahuan kandungan bersama (PKB) dan 11 item daripada domain pengetahuan kandungan khusus (PKK). Manakala bagi item yang menguji PPK matematik pula, 13 item terdiri daripada domain pengetahuan berkaitan kandungan dan pelajar (PKPel) dan 4 item lagi daripada domain pengetahuan berkaitan kandungan dan pengajaran (PKP).

Instrumen bagi mengukur pemboleh ubah kepercayaan efikasi pengajaran matematik (KEPM) telah diadaptasi daripada Enochs, Smith, & Huinker (2000). Instrumen tersebut terdiri daripada dua dimensi, iaitu kepercayaan efikasi pengajaran matematik peribadi (KEPMP) dan kepercayaan jangkaan hasil pengajaran matematik (KJHPM). Instrumen tersebut mengandungi 21 item secara keseluruhan, iaitu 13 item berkaitan KEPMP dan 8 item berkaitan KJHPM. Tahap kebolehppercayaan item-item yang mengukur pemboleh ubah KEPMP dan KJHPM adalah baik, iaitu  $\alpha=0.870$  dan  $\alpha=0.942$  masing-masing. Sementara itu, instrumen yang mengukur peluang untuk belajar (PUB) pula diadaptasi daripada Tatto et al. (2008). Instrumen tersebut terdiri daripada dua dimensi, iaitu peluang untuk menjalani latihan mengajar (PUB-Praktikum) dan peluang untuk mengikuti program pendidikan guru koheren (PUB-Program). Item-item tersebut merupakan sebahagian daripada item yang digunakan dalam kajian TEDS-M 2008 oleh *International Association for the Evaluation of Educational Achievement (IEA)*. Tahap kebolehppercayaan item-item tersebut adalah baik, iaitu  $\alpha=0.885$  dan  $\alpha=0.861$  masing-masing. Data-data telah dianalisis menggunakan perisian Program Pakej Statistik untuk Sains Sosial (SPSS) Versi 23.

### 3. Dapatan dan Perbincangan

#### 3.1 Tahap penguasaan pengetahuan matematik untuk pengajaran (PMUP)

Berdasarkan analisis deskriptif yang telah dijalankan, didapati tahap penguasaan PMUP dalam kalangan guru pra perkhidmatan di IPG adalah pada tahap sederhana (Min=52.43, S.P=8.025). Skor minimum yang diperoleh adalah 34% manakala skor maksimum pula adalah sebanyak 68%. Dapatan ini jelas menunjukkan guru pra perkhidmatan yang mengikuti Program Ijazah Sarjana Muda Perguruan (PISMP) Pendidikan Matematik Sekolah Rendah di IPG yang terlibat adalah masih kurang menguasai PMUP dengan baik walaupun sudah berada di semester akhir. Jadual 1 menunjukkan tahap penguasaan PMUP guru pra perkhidmatan di IPG.

Jadual 1: Tahap penguasaan PMUP

Bilangan Sampel	Skor Maksimum (%)	Skor Minimum (%)	Min (%)	Sisihan Piawai
40	68	34	52.43	8.025

Dapatan kajian ini adalah selari dengan kajian oleh Leong et al. (2015) yang mendapati tahap penguasaan pengetahuan kandungan (PK) matematik dan pengetahuan pedagogikal kandungan (PPK) matematik dalam kalangan guru pra perkhidmatan di Malaysia adalah di bawah skor purata antarabangsa. Analisis ke atas laporan yang dikeluarkan oleh IEA hasil daripada kajian TEDS-M 2008 menunjukkan tahap penguasaan CK matematik guru pra perkhidmatan sekolah rendah di Malaysia berada di bawah skor min antarabangsa iaitu 488 berbanding 520 (skor min antarabangsa). Skor min tersebut agak jauh jika dibandingkan dengan pencapaian tahap penguasaan CK matematik guru pra perkhidmatan negara jiran, Singapura iaitu 600 dan Chinese Taipei 624. Manakala dalam aspek PCK matematik pula skor min yang diperoleh adalah 503 berbanding 551 (skor min antarabangsa) dan skor

min tertinggi dicatatkan oleh guru pra perkhidmatan sekolah rendah di Singapura iaitu 604 (Tatto et al., 2012). Kedua-dua skor min yang dicatatkan oleh guru pra perkhidmatan sekolah rendah di Malaysia berada di bawah skor min antarabangsa.

Selain daripada itu, kajian oleh Zulkpli et al. (2017) juga turut mendapati tahap pengetahuan guru matematik adalah rendah. Dapatan daripada kajian tersebut menunjukkan lebih daripada separuh, iaitu sebanyak 56.3% guru matematik mempunyai tahap pengetahuan berkaitan pengajaran kemahiran berfikir yang rendah dan sederhana. Kebanyakan daripada guru matematik yang dikaji (66 daripada 199 orang) memperoleh skor di antara 0 hingga 6, iaitu sebanyak 33.2%. Terdapat hanya kira-kira 17.1% sahaja guru matematik yang dikaji mempunyai tahap penguasaan pengetahuan matematik yang baik dan cemerlang. Daripada jumlah tersebut, hanya 2.5% sahaja yang mencapai tahap cemerlang.

### 3.2 Faktor-faktor yang mempengaruhi penguasaan PMUP

Dapatan daripada analisis regresi yang telah dijalankan menunjukkan terdapat dua faktor yang mempengaruhi PMUP guru pra perkhidmatan di IPG secara langsung, iaitu peluang untuk menjalani latihan mengajar ( $\beta=0.383$ ,  $p<0.01$ ) dan peluang untuk mengikuti program pendidikan guru koheren ( $\beta=0.557$ ,  $p<0.01$ ). Kedua-dua faktor ini menyumbang sebanyak 61% terhadap faktor yang mempengaruhi PMUP. Sementara itu, kedua-dua faktor kepercayaan efikasi pengajaran matematik (KEPM) didapati tidak mempunyai hubungan yang signifikan dengan PMUP guru pra perkhidmatan. Jadual 2 menunjukkan dapatan daripada analisis regresi yang telah dijalankan.

Jadual 2: Dapatan analisis regresi

Model		Unstandardized Coefficients		Standardized Coefficients	<i>t</i>	Sig.
		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>		
1	(Constant)	0.841	0.812		1.035	0.308
	PUB-Praktikum	0.316	0.095	0.383	3.307	0.002
	PUB-Program	0.475	0.104	0.557	4.566	0.000
	KEPMP	0.017	0.165	0.012	0.102	0.919
	KJHPM	0.010	0.157	0.007	0.063	0.950

#### a. Pemboleh ubah Bersandar: PMUP

Pengaruh faktor PUB terhadap penguasaan pengetahuan dalam kalangan guru adalah selari dengan kajian-kajian oleh Konig et al. (2017); Blömeke, Jenßen, Grassmann, Dunekacke, & Wedekind (2016); Qian & Youngs (2016); Tatto, Rodriguez, & Lu (2015); Akkoç & Yeşildere (2010) dan Lam et al. (2009). Dapatan daripada kajian yang telah dijalankan mendapati faktor PUB mempengaruhi tahap penguasaan pengetahuan dalam kalangan guru. Selain daripada itu, dapatan kajian ini juga selari dengan kajian oleh Newton et al. (2007) yang mendapati tidak terdapat hubungan yang signifikan di antara KJHPM dengan penguasaan pengetahuan kandungan matematik. Namun begitu, dapatan daripada kajian mereka mendapati terdapat hubungan yang signifikan di antara KEPMP dengan penguasaan pengetahuan kandungan matematik guru.

Dapatan kajian ini juga didapati berbeza dengan kajian oleh S. L. Swars, Smith, Smith, & Hart (2009) dan Swars, Hart, Smith, Smith, & Tolar (2007). Dapatan daripada kajian yang telah mereka jalankan mendapati terdapat hubungan yang signifikan di antara KEPMP dan KJHPM dengan penguasaan pengetahuan kandungan matematik guru. Sementara itu, kajian oleh Shi (2016) pula mendapati KEPMP juga tidak mempunyai hubungan yang signifikan dengan pengetahuan pedagogikal kandungan matematik guru pra perkhidmatan di negara China, tetapi ianya mempunyai hubungan yang signifikan bagi guru-guru pra perkhidmatan di Amerika Syarikat.

Berdasarkan dapatan awal kajian ini dan kajian-kajian lepas jelas menunjukkan faktor peluang untuk belajar (PUB) mempengaruhi penguasaan pengetahuan matematik dalam kalangan guru pra

perkhidmatan. Namun begitu pengaruh faktor kepercayaan efikasi didapati tidak konsisten. Terdapat kajian yang menunjukkan faktor kepercayaan efikasi mempengaruhi penguasaan pengetahuan matematik guru (S. L. Swars, Smith, Smith, & Hart, 2009; Swars, Hart, Smith, Smith, & Tolar, 2007) dan terdapat juga beberapa kajian yang mendapati faktor kepercayaan efikasi tidak mempengaruhi penguasaan pengetahuan matematik guru (Newton et al., 2007). Perbezaan daripada aspek responden dan skop kajian serta faktor demografi seperti jantina atau pengalaman pembelajaran mungkin merupakan salah satu faktor yang mempengaruhi dapatan kajian tersebut.

#### 4. Kesimpulan

Guru merupakan individu penting yang memainkan peranan utama dalam mewujudkan persekitaran pembelajaran yang bermakna dan seterusnya menyumbang kepada pengajaran berkualiti dan kejayaan pembelajaran murid (Kunter et al. 2013). Pengajaran berkualiti adalah berkait rapat dengan pengetahuan yang dimiliki oleh seseorang guru. Tahap penguasaan pengetahuan kandungan matematik dan pengetahuan pedagogikal kandungan matematik yang rendah dalam kalangan guru akan memberi kesan kepada pencapaian matematik seseorang murid. Justeru, sebagai sebuah institusi yang bertanggungjawab melahirkan guru yang berkualiti, IPG seharusnya mengambil pendekatan yang komprehensif bagi menyediakan peluang untuk belajar yang terbaik kepada para guru pra perkhidmatan. Ini adalah kerana, berdasarkan dapatan awal kajian yang telah dijalankan mendapati tahap pengetahuan matematik untuk pengajaran dalam kalangan guru pra perkhidmatan di IPG adalah berada pada tahap kurang memuaskan. Salah satu faktor yang dikenal pasti mempengaruhi penguasaan PMUP dalam kalangan guru pra perkhidmatan adalah peluang untuk belajar (PUB). Justeru dengan menyediakan peluang menjalani latihan mengajar (praktikum) dan program pendidikan guru yang koheren diharap dapat meningkatkan tahap penguasaan PMUP dalam kalangan guru pra perkhidmatan. Pada masa akan datang dicadangkan supaya pengaruh faktor kepercayaan matematik dan faktor-faktor lain turut dikaji bagi menjelaskan faktor yang mempengaruhi PMUP. Selain daripada itu, untuk masa akan datang dicadangkan supaya menjalankan kajian PMUP berkaitan analisis jawapan yang diberikan oleh guru pra perkhidmatan.

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## **Pendekatan Inkuiri Penemuan dan Penerokaan Terbuka : Penerapan Pembelajaran Matematik Berasaskan Stem di Peringkat Sekolah Rendah**

**Siti Mariam Mahamood & Roslinda Rosli**

Fakulti Pendidikan, Universiti Kebangsaan Malaysia

Email of corresponding author: sitimariamahamood@gmail.com

Perubahan sistem pendidikan negara melalui Pelan Pembangunan Pendidikan Malaysia telah memutuskan beberapa pendekatan baharu dan terkini seiring dengan perkembangan dunia masa kini untuk diterapkan dalam bidang pendidikan. Berdasarkan Panduan Pelaksanaan STEM dalam Pembelajaran dan Pemudahcaraan (2016) keluaran Kementerian Pelajaran Malaysia, terdapat beberapa ciri pembelajaran dan pemudahcaraan (pdpc) STEM yang boleh dijadikan panduan kepada guru dalam membantu melaksanakan proses pdpc STEM di dalam bilik darjah Matematik. Pendekatan inkuiri penemuan dan penerokaan terbuka merupakan pembelajaran berpusatkan murid yang berkonsepkan murid menjalani sendiri aktiviti pembelajaran di bawah pantauan dan pengawasan guru. Kertas konsep ini dirangka untuk menghuraikan konsep dan kurikulum Matematik berasaskan STEM dan menerangkan kaedah inkuiri penemuan dan penerokaan terbuka yang merupakan antara ciri pembelajaran matematik berasaskan STEM di peringkat sekolah rendah.

Kata kunci: inkuiri penemuan dan penerokaan terbuka; pdpc Matematik; STEM.

### **1.0 Pengenalan**

Pelan Pembangunan Pendidikan Malaysia (PPPM) 2013-2025 merupakan wadah utama kepada permulaan transformasi pendidikan secara menyeluruh dalam pelan jangka masa panjang ke arah pendidikan lebih berkualiti. Menurut Sariah (2016) isi kandungan PPPM menekankan pengukuhan kualiti pendidikan STEM yang dapat membangunkan modal insan yang berpengetahuan, berkemahiran tinggi, berhemah tinggi, kreatif, inovatif dan kompetitif. Kegagalan mengelompokkan negara pada kedudukan sepertiga teratas dalam Pentaksiran Antarabangsa TIMSS dan PISA menyebabkan Kementerian Pendidikan Malaysia (KPM) berusaha melaksanakan perubahan untuk melonjakkan sistem pendidikan negara agar berada dalam kedudukan yang lebih baik. Maka, lima aspirasi sistem dan enam aspirasi murid telah diwujudkan sebagai pemangkin kepada kecemerlangan pendidikan negara.

Kerajaan Malaysia telah menetapkan matlamat negara untuk menghasilkan sejuta pakar dalam bidang STEM menjelang tahun 2020. Matlamat ini menggambarkan komitmen kerajaan dalam menyelaraskan inisiatif STEM seiring dengan matlamat Model Ekonomi Baru, Program Transformasi Ekonomi dan Program Transformasi Kerajaan yang telah dilancarkan pada tahun 2010. Pembangunan ekonomi negara amat dipengaruhi oleh STEM dalam menjana kekayaan dan menyediakan Malaysia ke arah mencapai status negara maju menjelang tahun 2020. Selaras dengan hasrat Dato' Seri Mahdzir Bin Khalid, Menteri Pendidikan Malaysia dalam Majlis Perutusan Tahun Baharu 2017 Kementerian Pendidikan Malaysia,

“Pemikiran futuristik dan kemahiran abad ke-21 berkait rapat dengan perkembangan dan kemajuan sains teknologi terkini dan masa hadapan. Selaras dengan Dasar Sains, Teknologi dan Inovasi Negara, Kerajaan giat berusaha menyemai, memupuk dan menanamkan minat terhadap bidang Sains, Teknologi, Kejuruteraan dan Matematik (STEM) dalam kalangan rakyat Malaysia. Kementerian Sains, Teknologi dan Inovasi dengan kerjasama Kementerian Pendidikan Tinggi dan Kementerian Pendidikan Malaysia telah merangka pelbagai usaha bagi merealisasikan Pelan Hala Tuju Modal Insan Sains dan Teknologi tahun 2020 untuk membudayakan bidang sains, teknologi, kejuruteraan dan matematik dalam kalangan generasi muda.

Bagi merealisasikan dasar pendidikan STEM, KPM diberi tanggungjawab menerajui pelaksanaan Inisiatif Pengukuhan Sains, Teknologi, Kejuruteraan dan Matematik untuk meningkatkan minat murid melalui pendekatan pembelajaran yang baharu dan pemantapan kurikulum. Ia merangkumi subjek Sains, Teknologi, Kejuruteraan dan Matematik yang boleh diaplikasikan melalui pengetahuan murid dengan konteks dunia sebenar. Kita juga memberi tumpuan kepada peningkatan kemahiran dan kebolehan guru menerusi pengintegrasian pengetahuan, kemahiran dan nilai STEM serta meningkatkan kesedaran murid dan orang awam melalui kempen kesedaran mengenai STEM pada peringkat kebangsaan.”

Terdapat pelbagai kaedah yang telah diketengahkan bagi mencapai matlamat ini seperti merangsang minat murid dengan mengaplikasikan pendekatan baru dalam proses pembelajaran dan pemudahcaraan (pdpc) yang menggalakkan Kemahiran Berfikir Aras Tinggi (KBAT), berfikir secara kreatif dan inovatif, meningkatkan kemahiran dan kompetensi guru, meningkatkan kesedaran STEM dalam kalangan murid, guru, ibu bapa dan masyarakat serta penggunaan ICT dalam pdpc. Sistem pendidikan amat menekankan pembentukan individu yang seimbang dan holistik. Oleh itu, nilai, etika dan rasa tanggungjawab sebagai warganegara hendaklah disemai dalam kalangan murid supaya mereka mampu menghadapi dan mengatasi cabaran hidup serta dapat membuat pilihan yang tepat dalam hidup.

### **1.5 Permasalahan dan Tujuan Kertas Konsep**

Pendidikan berkualiti dapat membangunkan modal insan secara holistik yang merupakan sandaran kepada aspirasi pendidikan negara. Selaras dengan perkembangan pendidikan yang mengintegrasikan STEM di kebanyakan negara, Malaysia juga turut tidak ketinggalan dalam pelaksanaan pengintegrasian pendidikan STEM secara berperingkat. Meyrick (2011) menyatakan bahawa pendidikan STEM telah muncul antara reka bentuk kurikulum yang paling dikehendaki bagi mengintegrasikan sains, teknologi, kejuruteraan dan matematik dalam pendidikan pada masa kini. Kelebihan mengintegrasikan kurikulum STEM dalam semua bidang dan tahap pendidikan mampu melahirkan modal insan yang mempunyai kesediaan dalam memilih cabang pendidikan yang seterusnya selepas mengakhiri peringkat menengah rendah mengikut minat, kemampuan dan kecenderungan masing-masing.

Kementerian Pendidikan Malaysia (KPM) sedang berusaha ke arah menambah kuantiti sumber tenaga mahir dan pakar yang berkualiti dalam bidang penyelidikan dan perindustrian dengan mengukuhkan pendidikan STEM di Malaysia. Pendidikan STEM merupakan pendidikan yang berkonsepkan mendidik murid melalui empat bidang utama iaitu Sains, Teknologi, Kejuruteraan dan Matematik dengan mengintegrasikan dan mengaplikasikannya dalam konteks realiti dunia nyata. Pendidikan STEM diyakini mampu menarik minat murid melalui aktiviti yang mencabar, menyeronokkan dan bermakna. Pemantapan pendidikan STEM telah diserap melalui kepelbagaian aktiviti kurikulum dan kokurikulum anjuran pelbagai pihak seperti badan-badan berkanun dan NGO bagi menarik minat semua murid untuk menceburkan diri dalam bidang STEM bermula dari peringkat awal persekolahan.

Pendidikan STEM penting dalam melahirkan modal insan yang mampu menyahut cabaran, berdaya saing yang positif, berpengetahuan dan berkemahiran dalam memastikan negara dapat menempuhi pelbagai arus di peringkat global. Proses pembelajaran dan pemudahcaraan (pdpc) STEM yang berfokus kepada murid dapat menghasilkan pengalaman pembelajaran yang bermakna dan menyeronokkan. Pdpc yang menarik dapat menarik minat dan keinginan murid dalam menghayati dan mendekati STEM. Pelaksanaan pdpc STEM yang mengintegrasikan pengetahuan, kemahiran dan nilai dalam mata pelajaran secara mendalam melalui pendekatan inkuiri, pembelajaran berasaskan projek dan pembelajaran berasaskan masalah dalam konteks dunia sebenar. Murid yang mengikuti pdpc STEM mempunyai kemahiran berfikir aras tinggi, inovatif, berhemah tinggi, berdikari, celik teknologi, mampu mereka cipta, boleh menyelesaikan masalah dan membuat keputusan. Maka penulisan kertas konsep

ini bertujuan untuk menghuraikan konsep dan kurikulum Matematik berasaskan STEM di peringkat sekolah rendah serta menerangkan kaedah inkuiri penemuan dan penerokaan terbuka yang merupakan antara ciri pembelajaran matematik berasaskan STEM di peringkat sekolah rendah.

## **2.0 Ulasan Kepustakaan**

### **2.1 Istilah STEM : Sains, Teknologi, Kejuruteraan dan Matematik**

#### **2.1.1 Sains**

Pelan Pembangunan Pendidikan Malaysia menekankan mata pelajaran Sains sebagai salah satu daripada aspek penting yang berperanan dalam mencapai matlamat dan hasrat negara bagi membantu murid membuat persediaan ke arah kehidupan dan pekerjaan sebagai individu dan masyarakat yang menjadi penyumbang kepada negara, ekonomi dan alam sekitarnya. Moyer & Everett (2012) mendefinisikan sains sebagai perkaitan pengetahuan tentang bagaimanakah proses kejadian alam semula jadi dan apakah cara dan kaedah yang digunakan dalam mempelajari proses kejadiannya.

#### **2.1.2 Teknologi**

Gardner et al. (1990) mendefinisikan teknologi sebagai alat atau proses-proses pembinaan yang menuju ke arah pembentukan alat tersebut. Malcolm & Stephens (1984) mendefinisikan teknologi sebagai prosedur pemikiran dan pelaksanaan yang bercirikan perkembangan teknologi dan juga segala produk yang dihasilkan. Manakala Scriven (1985) merujuk teknologi sebagai keseluruhan pengetahuan dan kemahiran yang terlibat dalam pembuatan, penyenggaraan dan pengubahsuaian alat dan juga semua alat-alat tersebut. Seth (2000) menyimpulkan definisi teknologi merangkumi kedua-dua proses dan produk.

#### **2.1.3 Kejuruteraan**

Menurut Harrison (2011) kejuruteraan merupakan pengetahuan yang diperlukan dan proses yang diaplikasikan untuk mencuba, mencipta, mereka bentuk, membuat, membina, mengendali, mengekalkan, kitar semula atau menghentikan, sesuatu kandungan teknikal yang signifikan dengan tujuan yang spesifik ke arah menghasilkan sesuatu konsep, model, produk, peranti, proses, sistem atau teknologi. Oleh itu, kejuruteraan dilihat mempunyai banyak perkaitan dengan teknologi kerana kedua-duanya adalah praktikal secara semula jadi dan bersatu dalam penghasilan reka bentuk produk. Menurut Maoveni (2011), kejuruteraan melibatkan aplikasi fizik, matematik dan undang-undang kimia untuk mereka bentuk, membangunkan, menghasilkan dan mengeluarkan produk dan perkhidmatan.

#### **2.1.4 Matematik**

Matematik merupakan satu alat untuk membantu seseorang mengembangkan cara berfikir dengan pantas. Matematik amat diperlukan dalam kehidupan seharian terutamanya dalam menghadapi kemajuan teknologi terkini sehingga Matematik dilihat perlu dipelajari oleh semua golongan manusia. Matematik adalah salah satu cabang ilmu pengetahuan yang menguji keupayaan seseorang untuk berfikir menggunakan logik akal dan secara bersistematik. Ilmu ini akan diaplikasikan untuk merungkai sesuatu masalah dan semasa ingin membuat sesuatu keputusan. Johari & Norsuriani (2011) pula berpendapat Matematik mampu menjadikan sesebuah pengajaran menarik minat penuntutnya dan berupaya menarik keinginan seseorang untuk berfikir. Kemajuan dalam bidang sains dan teknologi sukar digapai sekiranya tiada siapa yang menyedari betapa bergunanya ilmu ini dalam kehidupan manusia.

## **2.2 Konsep STEM di Malaysia**

Istilah STEM merupakan singkatan kepada Sains, Teknologi, Kejuruteraan dan Matematik. Objektif STEM adalah inisiatif dalam melahirkan murid yang mempunyai pengetahuan, kemahiran dan nilai dalam



bidang STEM bagi meningkatkan bilangan pakar yang bakal merangsang dan merancakkan pembangunan ekonomi negara. Dalam meningkatkan standard pendidikan Sains dan Teknologi di Malaysia, STEM adalah penanda aras nya seiring dengan perkembangan pendidikan dunia semasa. Maka, konsep STEM terbahagi kepada tiga perspektif utama iaitu bidang STEM, aliran STEM dan pendekatan STEM. Bidang STEM merangkumi bidang sedia ada seperti Perubatan, Kejuruteraan, Teknologi Pemakanan, Fizik, Kimia, Biologi, Matematik, Statistik dan beberapa bidang kepakaran seperti Astronomi, Astrofizik, Bioteknologi, Biokimia, Kejuruteraan Genetik dan sebagainya.

Aliran STEM pula merujuk kepada pendaftaran para penuntut menengah atas dalam aliran berbeza bergantung pada kecenderungan dan minat mereka. Pendekatan STEM merujuk kepada strategi pedagogi yang menekankan aplikasi pengetahuan, kemahiran dan nilai-nilai yang terkandung dalam bidang Sains, Teknologi, Kejuruteraan dan Matematik, secara bersepadu bagi membantu murid menyelesaikan masalah yang dihadapi dalam dunia sebenar. Dalam pendekatan ini, murid belajar secara kolaboratif dan melibatkan diri dalam aktiviti penyelesaian masalah. Mereka diajar dan didedahkan untuk mengkaji, menyiasat, mereka bentuk, menilai, menjalankan aktiviti siasatan, berinovasi dan berfikir.

Pengalaman pembelajaran yang diperoleh melalui aktiviti berasaskan masalah dan berasaskan perasaan ingin tahu mampu memberi peluang kepada murid untuk memahami isu-isu dan keupayaan untuk berfikir secara kritis dan kreatif dalam proses menyelesaikan masalah yang berkaitan. Pembelajaran yang melibatkan cara pembinaan pemikiran adalah penting dalam menyediakan murid yang berkeupayaan untuk menghadapi cabaran dan berdaya saing di peringkat global. Dalam proses mereka bentuk kejuruteraan, saintifik dan kemahiran kejuruteraan adalah kemahiran teras dalam pendekatan ini. Semua murid STEM juga turut disediakan peluang pembelajaran untuk belajar secara bebas dengan menggunakan teknologi.

### **2.3 Kurikulum Matematik STEM di Peringkat Sekolah Rendah**

Kurikulum Matematik bagi sekolah rendah dirangka bagi meningkatkan pemikiran Matematik dalam kalangan murid. Standard Kurikulum Matematik telah ditekankan berteraskan proses Matematik iaitu penyelesaian masalah, penaakulan, berkomunikasi secara Matematik, membuat hubungan dan perwakilan. Penyelesaian masalah rutin dan bukan rutin, serta mengintegrasikan penggunaan ICT dalam pembelajaran dan pemudahcaraan (pdpc) mata pelajaran Matematik adalah penting dalam kurikulum Matematik di Malaysia. Proses pemikiran pada tahap yang lebih tinggi dan soalan bukan rutin amat diberi penekanan bagi mencapai hasrat negara dalam menghasilkan murid yang berfikir secara bernas, kreatif dan inovatif, berdaya saing dalam era globalisasi, serta mampu menghadapi cabaran abad ke-21.

### **2.4 Pembelajaran Matematik Berasaskan STEM Di Peringkat Sekolah Rendah**

Pada peringkat sekolah rendah murid-murid diberi pendedahan tentang asas-asas ilmu pengetahuan STEM dan membantu menghubungkan pengetahuan mereka dengan situasi dalam kehidupan harian melalui aktiviti penyiasatan dan penerokaan. Stohlmann et al. (2013) pula menyatakan pembelajaran STEM yang akan membolehkan pembelajaran sesuatu subjek itu menjadi lebih bermakna dan relevan dengan kehendak dan keperluan pelajar. Guru perlu menerapkan pengetahuan, kemahiran dan nilai Matematik dalam menyelesaikan sesuatu tugas atau masalah dalam konteks kehidupan seharian, masyarakat dan alam sekitar. Berdasarkan Panduan Pelaksanaan STEM dalam Pembelajaran dan Pemudahcaraan (2016) keluaran Kementerian Pelajaran Malaysia, terdapat beberapa ciri pembelajaran dan pemudahcaraan (pdpc) STEM yang boleh dijadikan panduan kepada guru dalam membantu melaksanakan proses pdpc STEM di dalam bilik darjah Matematik. Antaranya ialah melibatkan murid

dalam inkuiri penemuan dan penerokaan terbuka.

## **2.5 Penglibatan Murid Dalam Pendekatan Inkuiri Penemuan Dan Penerokaan Terbuka**

Menurut Idris (2005) perkataan inkuiri bermakna mencari, menyelidik, mengkaji dan menguji sesuatu kaedah untuk memperoleh sesuatu keputusan. Joyce et al. (2009) menyatakan model inkuiri sering digunakan untuk menerangkan sesuatu proses atau melihat sesuatu pola. Maidin Shah (2002) berpendapat pendekatan inkuiri penemuan dan penerokaan terbuka merupakan proses murid membuat pemerhatian terhadap kes-kes Matematik dan membuat generalisasi atau rumusan terhadap pola Matematik yang ditemui. Mohamad (2008) merumuskan bahawa kesan model inkuiri ini ialah dapat meningkatkan kefahaman, tahap pemikiran yang kreatif dan kemahiran menghurai serta menganalisis maklumat. Pembelajaran dan pemudahcaraan (pdpc) yang berasaskan pendekatan inkuiri penemuan dan penerokaan terbuka merupakan pendekatan yang membantu murid membina pengetahuan dan kefahaman sendiri melalui aktiviti penyiasatan dan penerokaan berteraskan pengetahuan sedia ada.

Idris (2005) telah menggariskan lima peringkat inkuiri penemuan dan penerokaan terbuka dalam pdpc di bilik darjah iaitu pernyataan masalah, membuat andaian, mendapatkan maklumat, menganalisis data dan membuat rumusan. Melalui kaedah inkuiri penemuan dan penerokaan terbuka, pada peringkat pernyataan masalah memerlukan murid untuk memahami, mendalami dan mengenal pasti isu-isu utama yang terdapat dalam permasalahan. Pada peringkat membuat andaian pula memerlukan murid untuk membina hipotesis seterusnya merancang dan melaksanakan strategi dan teknik yang telah dipilih dalam menyelesaikan permasalahan tersebut. Semasa peringkat mendapatkan maklumat, murid hendaklah mendapatkan maklumat yang diperlukan merangkumi proses pengumpulan bahan dan fakta yang berkaitan. Pada peringkat menganalisis data, murid perlu menganalisis maklumat yang telah diperoleh dengan cara mengelas, membanding beza dan menganalisis bagi menyelesaikan masalah tersebut. Akhir sekali, pada peringkat membuat rumusan murid perlu membuat penilaian terhadap hasil dapatan dan menghuraikan kesimpulan bagi kaedah yang dipilih sepanjang menyelesaikan masalah yang diberi.

Pelaksanaan pendekatan ini adalah melalui pelbagai pendekatan seperti pembelajaran berasaskan projek, pembelajaran berasaskan penyiasatan saintifik, pembelajaran berasaskan masalah dan pembelajaran kolaboratif bagi melahirkan murid yang berilmu dan berkemahiran berfikir aras tinggi. Murid dilihat lebih mudah memahami sesuatu konsep sekiranya menggunakan pengalaman sebenar. Sulaiman (1998) menyatakan penggunaan kaedah inkuiri penemuan dan penerokaan terbuka dapat mengembangkan kebolehan manipulatif dan memproses maklumat daripada pelbagai sumber seperti akademik, sosial dan pengalaman. Summerlee & Murray (2010) menyatakan murid yang belajar mata pelajaran Matematik bersetuju bahawa kaedah inkuiri penemuan dan penerokaan terbuka yang digunakan oleh guru mampu menjadikan mereka berkembang dengan baik dari aspek kognitif, berfikiran lebih analitik dan mempunyai tahap persepsi belajar yang lebih tinggi.

Carin & Sund (1971), berpendapat kaedah ini tergolong dalam pembelajaran tidak langsung yang terdiri daripada aktiviti penerokaan dan penemuan yang berkait rapat dengan proses untuk memperoleh maklumat. Kaedah inkuiri penemuan dan penerokaan terbuka akan mewujudkan pembelajaran sendiri. Menurut Thangavelo et al. (2001) penggunaan inkuiri dan penerokaan juga memerlukan kemahiran pemikiran aras tinggi dan pemikiran yang kritikal untuk membuat kesimpulan. Bagi menyelesaikan masalah yang bersifat 'open-ended', pelajar memerlukan kemahiran berfikir aras tinggi. Menurut Rosinah (2005), pendekatan inkuiri penemuan dan penerokaan terbuka adalah proses inkuiri atau kemahiran proses yang merupakan proses mental untuk mendapatkan ilmu baru atau penemuan baru. Proses pdpc inkuiri penemuan dan penerokaan terbuka berfokuskan kepada 'learning by doing' yang melibatkan murid, melaksanakan aktiviti penerokaan, penyiasatan, penyoalan, berfikir secara reflektif dan penemuan ilmu baharu.

Soon Sang (2000) berpendapat bahawa kaedah inkuiri penemuan dan penerokaan terbuka melibatkan tindakan seperti perancangan, penyiasatan, penganalisan dan penemuan. Proses pembelajaran menggunakan kaedah inkuiri penemuan menuntut seseorang murid mempunyai kemahiran seperti membanding beza dan mengenal pasti ciri-ciri yang sepunya bagi membuat generalisasi. Penyelesaian masalah dalam kaedah ini bermula dengan sesuatu yang menimbulkan persoalan di benak pemikiran. Oleh itu, seseorang murid perlu membina andaian dan membuat teori sendiri bagi setiap persoalan. Maidin Shah (2004) menyatakan inkuiri penemuan dan penerokaan terbuka berpotensi sebagai pendekatan pdpc yang berkesan dalam penyelesaian masalah Matematik berbentuk baru dan perkembangan penaklukan saintifik.

Yeop Yunus & Ishak (2002) menyatakan bahawa murid perlu membuat penerokaan dan melakukan sendiri aktiviti Matematik bagi membolehkan mereka memahami sesuatu konsep. Mereka digalakkan untuk membuat anggaran, jangkaan dan membuat tekaan bijak dalam proses menyelesaikan masalah Matematik. Fetsco & McClure (2005) juga bersetuju bahawa murid akan lebih bermotivasi untuk belajar sekiranya aktiviti yang dijalankan pelbagai, mempunyai pilihan serta mempunyai elemen kejutan. Dell'Olio & Donk (2007) menyatakan bahawa pembelajaran berasaskan kaedah inkuiri dan penerokaan menggalakkan murid memahami konsep, prinsip dan ciri-ciri di dalam Matematik. Pelbagai strategi, kaedah dan pendekatan boleh digunakan sebagai pilihan semasa pembelajaran Matematik dijalankan. Pemilihan pendekatan yang bersesuaian berupaya merangsang persekitaran pembelajaran Matematik di dalam dan juga di luar bilik darjah.

Melalui kaedah ini murid perlu menentukan cara yang sesuai bagi mendapatkan data dan mengelaskan data agar menghasilkan maklumat yang berguna. Menurut Guthrie (2003) formula Matematik kurang membantu kefahaman murid maka melalui peluang pembelajaran inkuiri penemuan, murid akan lebih memahami Matematik. Tuntasnya, Dell'Olio & Donk (2007) berpendapat kefahaman murid terhadap konsep dalam pengajaran Matematik, sikap yang positif semasa mempelajari disiplin Matematik serta kebolehan dalam menganalisis dan menilai adalah bergantung kepada pengalaman inkuiri dan penerokaan mereka dalam bilik darjah. Maidin Shah (2004) bersetuju bahawa pdpc yang menggunakan pendekatan inkuiri penemuan dan penerokaan terbuka lebih membuahkan hasil dalam meningkatkan keupayaan penguasaan akademik murid di samping memupuk sikap positif dalam kalangan murid berbanding dengan kaedah tradisional.

### **3.0 Implikasi Kertas Konsep**

Kertas konsep ini berjaya memberikan maklumat tentang konsep dan kurikulum Matematik berasaskan STEM serta menerangkan kaedah inkuiri penemuan dan penerokaan terbuka yang merupakan antara ciri pembelajaran matematik berasaskan STEM di peringkat sekolah rendah. Menurut Umar & Maswan (2006) pendekatan inkuiri penemuan dan penerokaan terbuka mampu menggalakkan proses perpindahan maklumat berlaku secara positif dan aktif dengan suasana pembelajaran dan pemudahcaraan (pdpc) yang menyeronokkan di samping dapat meningkatkan kemahiran berfikir mereka. Maka, guru perlu berusaha untuk membantu murid membina pengetahuan baru yang disuaikan dengan pengetahuan sedia ada mereka secara berstruktur dan berperingkat dalam mata pelajaran Matematik. Kebebasan yang diperoleh semasa belajar dapat memupuk sikap ingin tahu yang lebih mendalam dalam diri mereka. Secara tidak langsung, semangat dan keseronokan untuk menuntut ilmu akan semakin bercambah dalam diri mereka.

Hasil perbincangan kertas konsep ini juga diharap dapat membantu guru agar sentiasa mendidik, mengajar dan memberi galakan kepada murid sepanjang melaksanakan aktiviti pdpc dengan mengaplikasikan pengetahuan, kemahiran dan nilai STEM secara betul, kreatif dan kritis. Proses pdpc

Matematik murid akan berlaku melalui pemerhatian yang bermakna dan pengalaman sedia ada mereka mengikut situasi yang timbul. UNESCO (1986) menyimpulkan bahawa apabila murid sendiri yang berusaha dalam menyelesaikan sesuatu masalah, proses pdpc yang dialami dapat membantu mereka dalam membina kemahiran belajar seterusnya menjadikan mereka seseorang yang lebih kritikal dalam proses berfikir dan menaakul. Oleh itu, guru perlu memastikan pendekatan inkuiri penemuan dan penerokaan terbuka dilaksanakan secara optimum semasa proses pdpc dijalankan di dalam bilik darjah.

Hmelo-Silver et al.(2007) berpendapat pendekatan inkuiri penemuan dan penerokaan terbuka adalah merupakan teknik penyoalan tentang sesuatu perkara dan memerlukan murid mendapatkan jawapan bagi persoalan yang dikemukakan. Teknik ini memerlukan murid menjalankan pemerhatian dan pengukuran yang teliti, membuat hipotesis, menterjemah dan membina teori. Pelaksanaan pendekatan inkuiri penemuan dan penerokaan terbuka melibatkan teknik penyoalan sebagai asas utama dalam proses pembelajaran yang dijalankan. Oleh itu, tugas utama guru adalah menyediakan soalan-soalan yang mampu memupuk, membentuk dan menggalakkan pemikiran murid secara berfokus dan terarah ke arah menghasilkan pembelajaran matematik yang berteraskan pengetahuan, kemahiran dan nilai STEM. Tuntasnya, inkuiri penemuan dan penerokaan terbuka merupakan pendekatan berpusatkan kepada murid yang memerlukan murid terlibat secara aktif dalam membina pengetahuan yang akan dipelajarinya.

#### **4.0 Cadangan**

Secara keseluruhannya, beberapa cadangan yang boleh dilaksanakan oleh pihak-pihak tertentu seperti kolaborasi pihak sekolah bersama badan sukarelawan untuk melaksanakan pembelajaran dan pemudahcaraan (pdpc) Matematik berasaskan STEM di peringkat sekolah rendah. Antara cadangan tersebut adalah:

1. Menyediakan bilik Matematik yang dilengkapi dengan pelbagai info semasa berkaitan pendidikan dan bahan bantu mengajar yang dapat digunakan oleh para guru dan murid-murid dalam menerapkan pembelajaran Matematik berasaskan STEM dengan menggunakan kepelbagaian pendekatan khususnya pendekatan inkuiri penemuan dan penerokaan terbuka.
2. Pihak KPM, BPG, JPN, PPD dan PKG bekerjasama dalam usaha menyedia dan melahirkan guru-guru berpengalaman yang berkemahiran dalam membimbing murid-murid ke arah pembelajaran Matematik berasaskan STEM dan berpotensi untuk memupuk minat murid dalam menuntut ilmu.
3. Memberi pendedahan kepada semua murid-murid sekolah rendah tentang mata pelajaran Matematik yang berasaskan STEM. Pendedahan boleh dilakukan dengan menghantar mereka menghadiri kursus-kursus motivasi, seminar dan ceramah yang boleh menimbulkan minat terhadap mata pelajaran matematik.
4. Menggalakkan guru-guru untuk mengaplikasikan pendekatan inkuiri penemuan dan penerokaan terbuka dalam pdpc yang dapat memberi murid peluang untuk mengaplikasikan dan mengintegrasikan pengetahuan, kemahiran dan nilai STEM dengan betul dan mendalam dalam kehidupan, masyarakat dan persekitaran.
5. Ibu bapa perlu mempertingkatkan pengetahuan mereka mengenai perkembangan pendidikan pada abad ke-21. Ibu bapa perlu didedahkan dengan motivasi, seminar, forum, ceramah atau apa sahaja majlis ilmu yang dapat menambahkan tahap pengetahuan mereka tentang kaedah yang boleh digunakan dalam mencungkil dan meningkatkan potensi anak-anak. Dengan cara ini, ibu bapa akan faham perkembangan anak-anak mereka dan berusaha dalam membantu menerapkan pendekatan pembelajaran berasaskan inkuiri penemuan dan penerokaan terbuka pada peringkat awal persekolahan.
6. Pihak sekolah juga boleh mengambil inisiatif untuk bekerjasama dengan pihak universiti

tempat dalam memperkenalkan kepada guru-guru tentang pdpc berasaskan STEM yang menggunakan pendekatan inkuiri penemuan dan penerokaan terbuka.

7. Penganjuran beberapa aktiviti pendidikan oleh mana-mana badan kerajaan dan NGO yang melibatkan kemahiran berfikir aras tinggi dalam kalangan murid-murid seperti mencipta sesuatu replika yang melibatkan aplikasi matematik dalam membantu memupuk pembelajaran berasaskan inkuiri penemuan dan penerokaan terbuka.

## 5.0 Kesimpulan

Matematik merupakan alat yang membantu perkembangan otak manusia semasa berlakunya proses berfikir. Menurut Borko (2005) Matematik amat penting dalam kehidupan seseorang manusia seiring dengan perkembangan dan kemajuan sains dan teknologi semasa. Malah, seseorang manusia perlu menguasai pengetahuan dan ilmu Matematik sejak mereka melalui alam pendidikan awal persekolahan. Pdpc yang mengaplikasikan pendekatan inkuiri penemuan dan penerokaan terbuka dapat membantu murid memahami konsep-konsep dan prinsip-prinsip pembelajaran Matematik bertemakan pendidikan berasaskan STEM melalui urutan perancangan pengajaran yang teliti dan bersistematik. Proses pdpc yang terancang dapat merangsang sifat inkuiri penemuan dan penerokaan terbuka serta mengaktifkan proses mental murid. Pendekatan pdpc secara inkuiri penemuan dan penerokaan terbuka juga dapat membuka ruang kepada murid untuk menjalankan aktiviti inkuiri dan penerokaan secara bebas dalam menentukan sendiri kaedah untuk menyelesaikan masalah. Pendekatan ini turut membantu memperkembangkan keupayaan penaakulan saintifik dan meningkatkan kefahaman konsep Matematik murid.

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# **Mapping Skills Education Through Social Media Platform For Technical Vocational Education And Training (TVET) In Malaysia**

**Soon Eu Hui, Sabariah Baharun, Nur'azah Abdul Manaf, Naz'ri Mahrin**

Universiti Teknologi Malaysia, Malaysia

Email of corresponding author: ehsoon2@live.utm.my<sup>a</sup>

## **Abstract**

Web 2.0 applications have evolved significantly in producing high quality learning environments where the effects can cater for Technical Vocational Education and Training (TVET) learning pathways. In the shift to the Fourth Industrial Revolution, information and communication technology involving new media elements such as social media applications have impacted society in many aspects relating to thinking, cultural and economic diversities. As social media shows an exponential growth in our daily usage, TVET and the skills education pathways can adopt this digital trend to conform to a collaborative learning experience. This research presents a conceptual framework by adapting graph theory analytics to map specific skill sets that can conform to the National Occupational Skills Standards (NOSS) in correlation to the learning outcome domains of the Malaysian Qualifications Framework (MQF) through a personalized social media platform. Sampling only selected sub-sectors within the NOSS registry, this research aims to apply social media mechanics in enabling a strong network of collaborators to enhance the TVET learning experience. Subsequently, this research adds value in the sampling enhancement of current outdated NOSS, as well as reviewing the ability in mapping new jobs for the future.

**Keywords:** TVET; NOSS; Skills Education; Graph Theory Analytics; Social Media.

## **1. Introduction**

The influence of social media have transcended into many ways of how we do things, for better or worse. At its core, social media functions to connect the people to enhance the quality of life and to ease our daily challenges. In addition, the 'social' term closely ties with education as a foundation towards the transition to a digital economic nation [1]. As the world transitions into the beginning phase of the Fourth Industrial Revolution (4IR), everything is changing, in many ways physical, biological and digital, as some governments attempts intervention into new economic model prioritizing digital healthcare and creative learning environments. Hence, the next wave of youth will undergo a different form of growth, where the meaning of education is different, and even more so with the meaning of work. The very definition of work transcends the worth of having conventional practices pour in hours of efforts and time in delivering outcomes for the embetterment of the quality of life. Henceforth in this digital age where Web 2.0 technologies enabling social media trends new behaviors amongst communities at large, the endless need of internet access on a daily basis is essential to all. Since knowledge can easily be acquired through technology, the balance now shifts to the importance of skills instead.

### **1.1 Impact of Fourth Industrial Revolution to Students**

The Fourth Industrial Revolution is a global trend that affects all regions and walks of life, where it engages individuals in a multitude of scenarios. This intense change is rather innate within one's conscience, rather than in one's actions. Most people define this as a shift in the system, redefining the future of education, in relation to the circular economy that outlines progression and growth in terms of creativity and innovation. However, it exists certain effects not in favor leading to the massive lost of job

worldwide due to technology, particularly in automation and the labour market [5]. Over the last decade, Malaysia has strategized on the development of Technical Vocational Education and Training (TVET) where the governance arm by the National Key Economic Area (NKEA) forecasted the availability of over 1.3 million TVET jobs, particularly in the clerical, service industry and operations divisions [2][3][4]. Figure 1 illustrates the economic growth sectors based on the Economic Transformation Programme (ETP) statistics which largely represents the country's gross national income (GNI) in 2016.

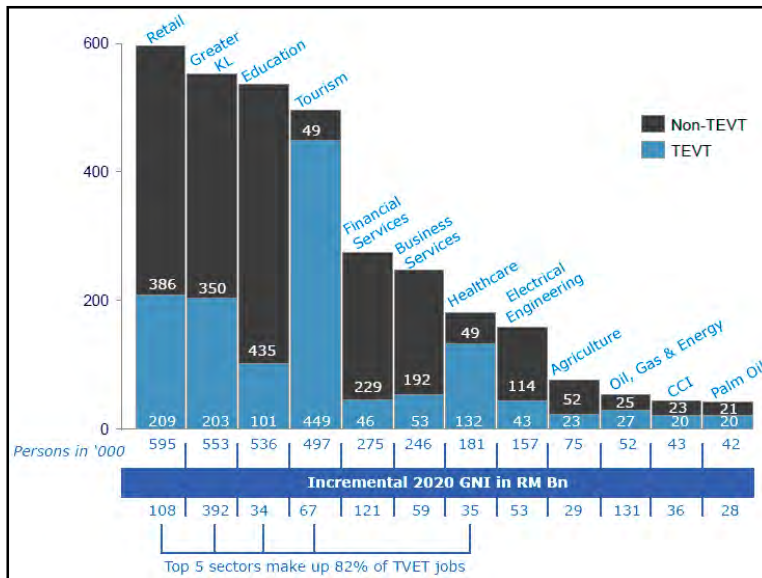


Figure 1: Economic Transformation Programme (ETP) 2016 Chart. 8 National Key Economic Areas (NKEA). (Info in courtesy of Pemandu, BCG Analysis)

As a result, students do not continue the trade by being only a job seeker, but having to be a job creator instead, always looking at new means of innovation that enables new source of income. Thus, the marketplace now booms with a high volume of startups and entrepreneurship programmes.

## 1.2 Internet and Web 2.0

The characteristics of Web 2.0 highlights the five distinctively key features as shown in Figure 2. Online education have been widely practiced by educators in every corner of the globe, in its own way and delivered in its own manner. The idea is not something new, only the mechanics that undergoes continuous innovation to always be better. In recent years, the form of an online education delivery type primarily lies in social media platforms [9].





Figure 2: Key characteristics of Web 2.0

Derived from the idea of having an online education methodology is the 'Classroom 2.0' concept, where the use of social media applications largely contributes to building a digital reservoir of knowledge. As such, most learning centers have adapted the Massive Open Online Course (MOOC) delivering content to subscribers [6].

Some other forms look at the concept of gamification as a relatively new model in learning and assessment systems [7]. This includes the concept of farming and questing to acquire some sort of a scoring system that contributes to the evaluation of each candidate. Even some of the elements within these activities require one to initiate collaboration with distinctive parties to achieve scoring outcomes. Regardless, the fundamental idea of building a personalized online learning ecosystem always refers back to how the system architecture can cater for continuous growth which allows changes and transformation as drivers in the innovation process. This allows constant new interventions by collaborators who will constantly feed new data into enhancing the impact of its properties and functionalities.

## 2. 21st Century Tools for Skills Education

One can easily be overwhelmed by the variety of Web 2.0 tools that are available online today. Some of the frequently utilized tools have been grouped into categories as shown in Figure 3, which are reflective of the 21st century skills.

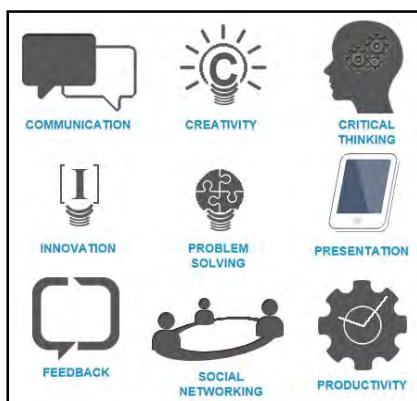


Figure 3: 21st century skills for tech savvy students

In line with the aforementioned 21st century skills, the World Economic Forum (WEF) listed a comparative

skill set deemed essential for one to thrive successfully in the shift to the Fourth Industrial Revolution [5]. Figure 4 illustrates these skill sets, also showing a slight change as time progresses.

2015	2020
Complex Problem Solving	Complex Problem Solving
Coordinating With Others	Critical Thinking
People Management	Creativity
Critical Thinking	People Management
Negotiation	Coordinating With Others
Quality Control	Emotional Intelligence
Service Orientation	Judgement & Decision Making
Judgement & Decision Making	Service Orientation
Active Listening	Negotiation
Creativity	Cognitive Flexibility

Figure 4: Skill sets Evolving in alignment with the 4th Industrial Revolution

### 3. Skills Education Landscape in Malaysia

There are countless social media platforms in the market today focusing one way or another on education delivery. Even some of the mainstream platforms such as Twitter and Skype now gears towards enhancing the learning experience among its global users [8]. Others such as Moodle [9] is designed specifically to cater for online collaboration in an education ecosystem based on an open source concept. What is evident is that all these solutions on social media education require a key factor which is the initialization of a pool of collaborators to work in sync with the topic at hand.

However this paper specifically focus on the TVET population, directly in correlation to skills education types in Malaysia, therefore enveloping the National Occupational Skills Standards (NOSS) structure, currently under the care of Jabatan Pembangunan Kemahiran (JPK). Figure 5 illustrates the list of NOSS sectors in comparison to the standardized economic sectors as a point of reference to showcase the different conventions between the two.

Economic Sectors / Industry Classification	
<ul style="list-style-type: none"> <li>Agriculture, forestry and fishing</li> <li>Mining and quarrying</li> <li>Manufacturing</li> <li>Electricity, gas, steam, air conditioning supply</li> <li>Water supply, sewerage, waste management and remediation activities</li> <li>Construction</li> <li>Wholesale and retail trade, repair of motor vehicles and motorcycles</li> <li>Transportation and storage</li> <li>Accommodation and food service activities</li> <li>Information and communication</li> <li>Financial and insurance/real estate activities</li> <li>Professional, scientific and technical activities</li> <li>Administrative and support service activities</li> <li>Public administration and defense, compulsory social security</li> <li>Education</li> <li>Human health and social work activities</li> <li>Arts, entertainment and recreation</li> <li>Other service activities</li> <li>Activities of households (as employers, producing goods and services)</li> <li>Activities of extraterritorial organizations and bodies</li> </ul>	
NOSS Sectors	
<ul style="list-style-type: none"> <li>Electrical &amp; electronic, telecommunication &amp; broadcasting industry</li> <li>Information &amp; communication technology (ICT)</li> <li>Machinery &amp; equipment</li> <li>Mechanical &amp; electrical service and maintenance</li> <li>Transportation</li> <li>Materials</li> <li>Packaging</li> <li>Printing</li> <li>Chemical</li> <li>Medical &amp; pharmaceuticals</li> <li>Hospitality &amp; tourism</li> <li>Souvenir &amp; small enterprise</li> <li>Building &amp; construction</li> <li>Landscaping &amp; environmental</li> <li>Interior decor</li> <li>Business management</li> <li>Textile &amp; apparel</li> <li>Agriculture &amp; agrobased</li> <li>Resource based</li> <li>Biotechnology</li> <li>Education &amp; training services</li> <li>Oil &amp; gas</li> <li>Halal industry</li> <li>Integrated logistic services industry</li> <li>Distributive trade</li> <li>Defense &amp; security services</li> <li>Care &amp; community services</li> <li>Art &amp; culture</li> <li>Mining industry</li> <li>National competency standard - NCS</li> <li>National dual training system curriculum endorsed as NOSS</li> </ul>	

Figure 5: Comparison between the standard economic sectors against the NOSS sectors

This research closely looks at the measurement process by adapting graph theory analytics to map specific skill sets that can conform to the NOSS with the support of a social media learning platform. Limiting the scope by sampling a sub-sector within the NOSS framework, this paper specifically look at

the Sector 2: Information and Communication Technology (ICT) branch, animation subset. Figure 6 shows the mapping of the Sector 2 ICT sub-sector categories and their levels breakdown respectively.

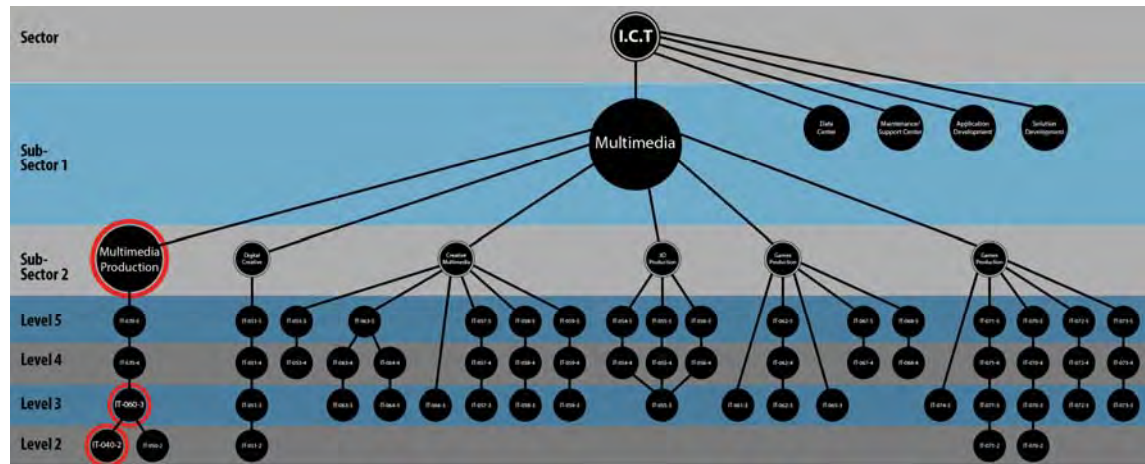


Figure 6: Animation subsector branch under the NOSS structure

### 3.1 Graph Theory Mapping

In Malaysia, most academic education systems refer to the conventional percentile cumulative measurement particularly looking at various formulation of the mean ( $\mu$ ) evaluation, mainly by calculating the mapping of credit hours. To be more precise, the mapping of the Malaysian Qualifications Framework (MQF) 8 learning outcome domains links directly to the Programme Learning Outcome (PLO) and Course Learning Outcome (CLO) of a particular programme, which only reflects on the students undertaking the programme.

Skill based education currently do not entirely follow this structure based on various complication. However, it is essential to map the skills levels to the qualifications framework (MQF) conforming to the 8 domains. This will benefit the TVET and Skills Education pathway students, thus aligning to a comparison matrix with the MQR requirements. Figure 7 shows the mapping of the skill sets derived from the WEF to the MQF learning outcome domains.

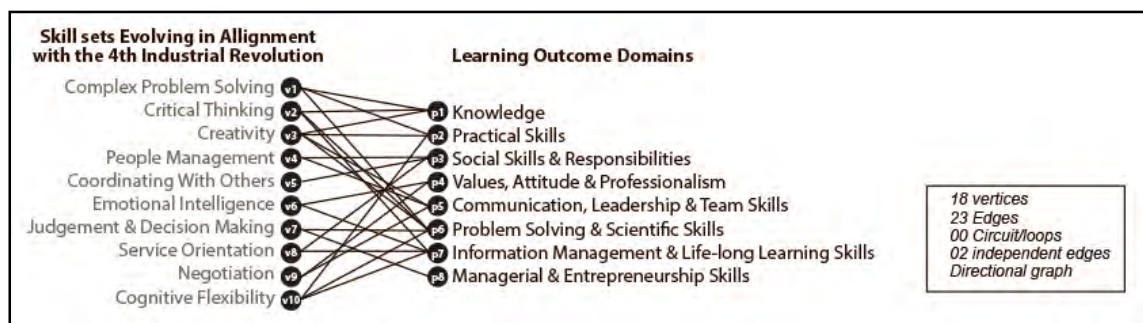


Figure 7: Skill sets mapping to MQF learning outcome domains

Subsequently, the following phase correspond to the extension of mapping the MQF learning outcomes to the NOSS levels, relative to industry classification standards. The mapping architecture correlates to the economic sector in line with the current active level. Figure 8 illustrates one particular sampling group for both level 2 and 3 of the animation subsector.

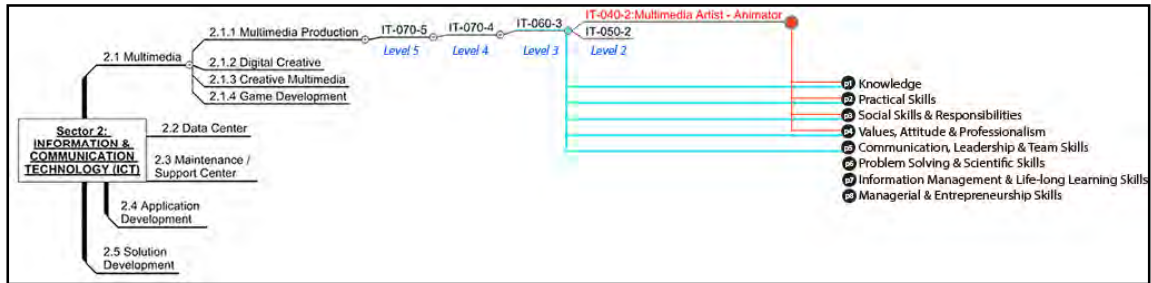


Figure 8: Sample mapping of NOSS subsectors to the MQF learning outcome domain

### 3.2 Personalized Social Media Platform

The 3 key collaborators involved in this equation are the trainer, the relevant leading industry arm and the governance arm. Often at times, there is a gap between the 3 parties. Through an online platform, the synchronization can be better managed effectively, eliminating constraints such as having to meet at specific time and venue among other issues. In addition, the proposed platform also serves as a progressive point of reference for the student candidate. All relevant information can be stored including personalized records and portfolios, significantly showing the growth of the candidate as he/she rises through the levels and beyond. This form of analytics prove to be more realistic compared to the conventional grade representation based on a percentile average value. The collaborating parties can also access each candidate's data sheet to review and feedback to any shortcomings or update any outdated findings. Even tracer studies data can be stored for further analytics. Figure 9 illustrates the overview of the proposed social media platform.

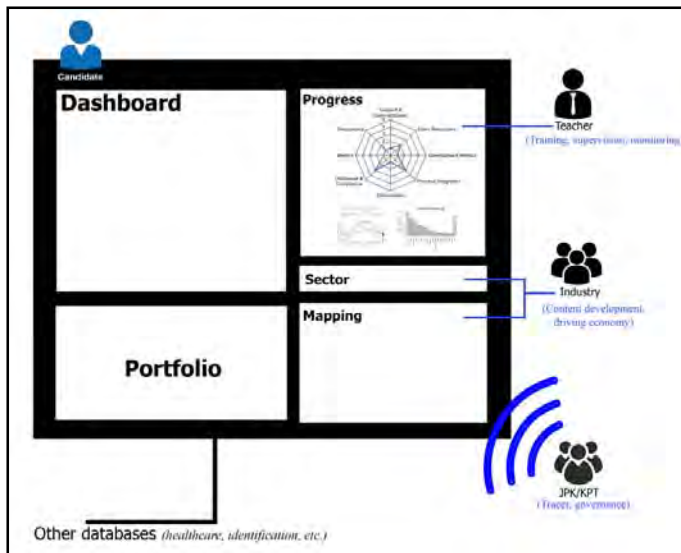


Figure 9: Personalized social media platform for TVET candidates

### 3.3 Network Graph of the Social Media Platform

The social media platform actually changes the network graph structure of how the collaboration functions. On a normal case scenario, the collaborators connect directly among each other. With the presence of the social media platform, the graph network type conforms to a star network where the platform resides in the middle, bridging the other parties. Figure 10 illustrates the graph network



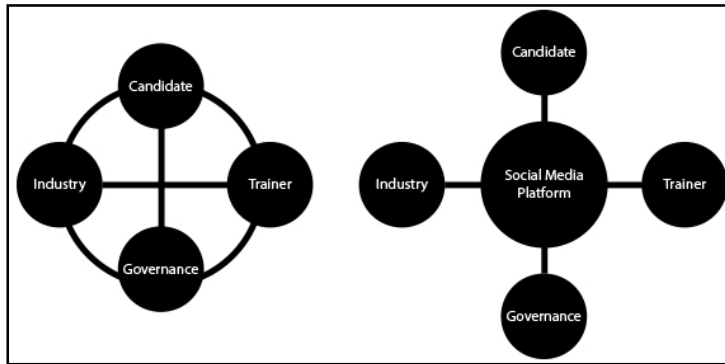


Figure 10: Graph network of collaborators with reference to the insert of the social media platform.

Although the basic shape of the graph network communicates the idea that the social media platform serves as the nucleus of the framework, each independent functions that flows through maps in a more complex manner. Figure 11 shows the extended functions within the graph network components.

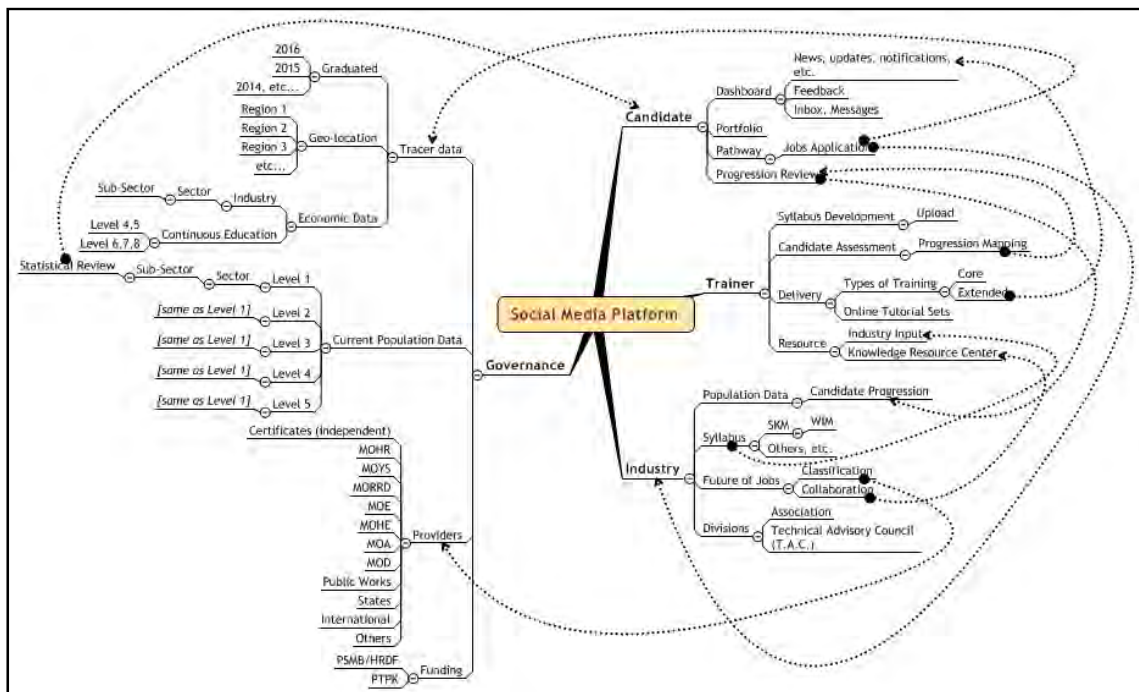


Figure 11: Extended graph network with independent functions and links

#### 4. Conclusion

The demand for TVET is increasing rapidly over the last few years in Malaysia and shows great potential being a solid foundation in skills education. With the support of a uniquely design social media platform as the backend architecture framework, the skills learning mechanics will significantly contribute to enhance the education quality of the community at large, especially the youth. Adapting graph theory mapping initiates the means to innovate skills education development conforming to new models in engineering education. With the online platform as a bridge to connect through relevant collaborators, one can partake to ensure the continuous growth and development is in order, such as the updating and creation of new NOSS syllabus as well as general contribution to the reservoir of knowledge. Future

research in this area will cover the extended version of the online prototype platform into rural areas as the large percentage of TVET schools in Malaysia are located therein.

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## Internationalization of Higher Education: The Pros and Cons

Akintola Ismaila Akinbod<sup>a</sup>, Said Rashid Ali Al Shuhumi<sup>a</sup> & Adam Adesina Muhammed-Lawal<sup>b</sup>

<sup>a</sup>Department of Social Foundation and Educational Leadership, International Islamic University,  
Malaysia

<sup>b</sup>department Of Curriculum and Instruction, International Islamic University, Malaysia  
Email of corresponding author: akintolaakinbode5@gmail.com

### Abstract

Globalization in the twenty first century has reshaped virtually all facets of human life, higher education inclusive. Higher institutions of learning respond to this new trend through internationalization. Thus, citadels of learning are integrating international dimensions such as internationalized curriculum, exchange programme, recruitment of international students' as well as hiring of prestigious international scholars in order to improve the school programme and cope with the unfolding challenges. Higher institutions of learning are undoubtedly becoming global actors and invariably undergoing aggressive modification. The modification does not only involve the curriculum taught in the school but also the aims and objectives of schooling, system of assessment and grading as well as academic governance and leadership are being revised in order to meet up with the contemporary global challenges. However different views have emerged in relation to internationalization of higher education. It has been regarded by some as a curse rather than a blessing for institution of learning, neo-colonialism rather than possibility for national development while to some it is an opportunity for global cooperation, cultural integration and economic interdependence. Based on these divergent views, this paper looks at the pros and cons of internationalization of higher education and how it can be effectively handled.

Key words: GLOBALIZATION, INTERNATIONALIZATION, HIGHER EDUCATION, INTERNATIONALIZED CURRICULUM

### Globalization

The world is dramatically changing; every facet of human life is revolutionarily wearing new faces. New lifestyles, priorities and aspirations begin to emerge on daily bases. The political, economic, social and educational systems of every country begin to change in response to global trend.

The new revolution changes the world outlook and globalizes the whole world into 'global village'. Globalization has been differently defined by several authors and the reason is that the concept permeates every facets of life. To some it is an ideology, a world policy, a marketing strategy or international alliance. Pierre Bourdieu a French philosopher sees globalization as 'myth' or discourse used by neo-liberal ideologues to dismantle welfare states and construct a universe of individualistic consumers (Carnoy, *et al* ;2002). It is also described as a process of global economic and social interconnectedness and interdependentness of nations regardless of border boundaries (Ennew *et al* 2012). Some view it as a way of struggling for new market for the purpose of political, cultural and economic dominance (Galtung 1971), controlling world affairs through scientific and technology revolution, standardization or 'McDonalization' through the lens of capitalism (Beerkens; 2003)

However some view it out of economic and political context but rather as an imitation and adaptation of knowledge from one country to another. By and large, globalization consciously or unconsciously affects structures, content and procedures of every sector of nations in the world.

Education especially higher education being the centre for socio-cultural transformation and producer of

manpower is also affected by this global trend. There is pressure on higher education to produce 'international' human and capital resources rather than 'local or national' outputs hitherto provided. Hence there is a call for shift from being 'national institution' to 'international institution'.

### **Internationalization of higher education**

Internationalization is an implication of globalization. It is defined as the process of integrating international and inter-cultural dimensions into the teaching, research and service of institutions (Knight & Knight, 2007). Through internationalization, higher education institutions accommodate international dimensions which include faculty involvement in international activities, an internationalized curriculum, study exchange programme and recruitment of international staff.

Thus, internationalization leads to migration of students and lecturers from other countries into a particular country, exchange of knowledge, technical know-how and expertise skills. With this, internationalization programme ushers in many advantages for higher institutions of learning in particular and the nation in general. Some of them are discussed below:

### **THE PROS OF INTERNATIONALIZATION**

#### **Creation and fostering of world social relationships**

Every nation of the world has its own cultures, values and norms, in order to foster mutual relationship among these divergent nations there is need to understand and appreciate culture of each other. This is rightly achieved through internationalization. Several students from different nations of the world come together under one roof and share experience and cultural values. The higher institutions across the world also interrelate by sharing resources and expertise through exchange programme and knowledge through scientific research collaboration and conferences. Hence this bridges social and cultural structures in the world. Held *et al* (1999) maintains that this widens, deepens and speeds the world-wide interconnectedness in all aspects of contemporary social life. It thus serves as a way of international integration which leads to emergence of different world organizations such as UNESCO, OECD.

#### **Internationalization expands world view**

Through internationalization, the world view of both students and lecturers magnified and there is reconceptualization of citizenship. They understand other peoples' cultures and values better and rather than confining their citizenship to their country or region or accentuating ethnic egocentrism, they view themselves as world citizens and are aware of advantages of cooperating with others and opportunities accruable in working harmoniously together at national and international level. This invariably fosters world peace and harmony which are essential factors for sustainable progress and development.

#### **Collaboration in academic research**

Internationalization of higher education has paved way for more collaborative research work in all academic areas. The researcher in a particular higher institution now has opportunity to work with his contemporaries in other institutions with no barrier to national boundary. This has led to more standardization of academic research through sharing of resources and expertise. Also along this is exchange programme which allows students of a particular institution to travel to study in other institutions for a specified time. This therefore widens the students' horizon and enables them to form a formidable research team.

#### **Economic and social benefit**

Presence of international students in the host country and universities has economic advantage for both as the foreign students pay exorbitant tuition fee for the institution, they as well contribute meaningfully to the country economic through day to day transaction. Armstrong & Becker, (2004) maintain that many institutions world-wide engage in recruitment of international students to increase their income.

However despite all these pros of internationalization, there are also several cons of the programme.

### **THE CONS OF INTERNATIONALIZATION IN HIGHER EDUCATION**

#### **Shifting of role and function of university**

The principal role and function of education in the society is to transmit and preserve the culture of the



society. University being a vehicle for achieving this lofty aim is expected to inculcate right attitudes of the society into the teeming youth of the nation. Thus, higher education is instrumental to the development of right citizenship. However the advent of globalization has changed this prime objective. Higher education today now focuses majorly on how to respond to international world market with the output of the institutions. Hence economic orientation becomes only crucial objective of higher education. The curriculum focuses on provision of knowledge, skills, and competence that will be useful for business and adequate for international competition while inculcation of values, norms and culture are the opportunity cost of the shift. The curriculum now favours scientific courses in lieu of humanities. On this paradigm shift Lewis (2006 p.3) laments 'this superimposition of economic motivation on ivory-tower themes has exposed a university without a larger sense of educational purpose or a connection to its principal constituents.' The implication of the shift is now reflected in our society with incessant social evils such as thuggery, drug abuse, rape, robbery etc. most especially among youth.

#### **Eroding national citizenship and integrity**

Internationalization has created a wide range of interconnectivity and interdependence of nations. As a result of this, many nations and institutions now focus on how citizens and students will be able to adopt and adapt international culture. English language becomes only dominant language in the world and the only appropriate mode of instruction in the institutions. Foreign universities are now preferred to home universities. The resultant effect of these moves is that patriotism and dedication to one's country and identity are being tactically eroded which thus usher in new form of colonialization or precisely neocolonialism (Beerkens, 2000). Besides from this, being international, subject higher education institutions to some external rules, policy and regulations of some international organizations such as OECD, UNESCO, world bank, IMF, UN and which sometimes may not be in congruence with national or institutional needs or interest.

#### **Shifting control and priority of higher education**

At the national level, globalization shifts the control of economy. What we witness today is privatization at a larger scale. Higher education programme which is hitherto single handedly controlled by the government has been allowed to be operated by private individuals or corporations. The private institutions, thus, provide education that best suit the interest of their 'client' at the detriment of the national objectives and needs. Funding of public higher education is also drastically reduced and institutions are left to source for their survival. Hence, higher education institutions develop 'consumerist mentality'. Students are now seen as customers who come to make transaction with the school and which must be satisfied. Education is therefore transformed into a product exchangeable in an open market (Altbach, 2004, Slaughter & Rhoades, 2004). With this 'in the absence of any credible educational principles, money is increasingly the driving force of decisions in universities. Students best interest get lip service, but profitable enterprises get attention' (Lewis 2006 p.195)

#### **Internationalization leads to brain drain and knowledge mismatch**

One of the issues related to internationalization is mobility of people. Scholars can now move from one country to another. This has affected many countries especially developing countries because it has led to brain drain. Many intellectuals who might hitherto be of help to the institution of learning in their countries now leave their innate countries in seeking for greener pasture abroad. This 'brain migration' then invariably affects the quality of education provided in such countries.

The brain drain also extends to students who come from abroad but after their study fail to go back to their countries. Also, internationalized curriculum and programmes are sometimes poorly adjusted to local needs. It therefore creates knowledge mismatch between local need and acquired competence.

#### **Internationalization affects quality education and widens gap among world universities**

Internationalization has brought new dimension to activities of the school lecturers as well as school requirement for promotion and renewal. One of the promotion requirements nowadays is to publish in a renewed or index journal. To fulfil the requirement, the lecturers are busy with the research, neglecting prime mission which is to teach students and this invariably affects the quality education provided by the institutions. In addition to this is institutions' struggling to meet the world ranking. In chasing the 'shadow',

they sometimes leave the institution priority which may enhance quality teaching and learning (Hashim 2011). The purported ranking itself widens the gap among universities because the ranking process does not consider factors necessitating unequal achievement such as year of operation, vision and mission of each university, financial status etc. and a political manipulation is not out of play in the ranking process.

## Conclusion

The paper discussed the pros and cons of internationalization. It has been described as double-edged sword which has both positive and negative side. In view of this, higher education institutions have to re-strategize in their bit to respond to internationalization and this can be regarded as 'new internationalization'.

University must get their vision and mission clear and hold wholeheartedly onto it in as much it serves the interest of the nation and entire students. Internationalization should not be seen as subordination but as a process characterized by mission differentiation. Institutions should then dwell into the process without compromising their noble mission. This can be done by choosing the right market and contemporary institutions with the same missions for the 'real game'.

There should be reorientation at national and institutional level on the purpose of education. Institutions of learning have to reconsider their principal function as inculcators of right attitudes and values to the students. Hence 'edu consumerism' ideology brought by globalization should be avoided. Students should be given right education without compromising quality. Government of each country should help along this line by increasing funding of higher education as this leads to overall social and economic development of nation in both short and long run periods.

Higher institutions of learning should endeavor to include character and good attitude, effective teaching as criteria for promotion and renewal of staff rather than over reliance on the publication.

The culture of the nation should be taken along with the western culture in the process of internationalization. For instance the language of the nation should also be used as mode of instruction as well as in international occasions. This will help to avoid over valuing of foreign language such as English language over the indigenous language.

If all these points are put into consideration during the process of internationalization then the programme will be a blessing rather than a curse for the institution, students and nation at large.

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**Exploring the Issues of Information and Communication Technology (ICT) Application in  
Disaster Risk Management:  
A Case Study of 2014 Major Flood Event in Kelantan**

**Sharifah Akmam Syed Zakaria, Mohd Azrulfitri Azimi & Taksiah A. Majid**

School of Civil Engineering, Engineering Campus, Universiti Sains Malaysia,

14300 Nibong Tebal, Penang, Malaysia

Email of corresponding author: akmam@usm.my

**Abstract**

Recent study has estimated that 60% of the Malaysian population reside near or along the coastline for their socio-economic. As the threats of natural disaster have grown in terms of intensity and frequency over the years due to climate change, the coastal population of Malaysia are at a higher risk of being affected in so many ways. To successfully mitigate inevitable disaster risks, information and communication systems play significant roles in increasing community preparedness, assisting response and recovery processes and building up capacity for prevention efforts. Although there has been an established information and communication system designed before to tackle the issues along with standard operating procedures, unfortunately the issues still persist. This paper aims to explore the underlying issues of information and communication technology (ICT) application in disaster risk management based on a real life scenario from the major flood event which hit Kelantan, Malaysia in 2014. Specifically, this study presents evidences using a qualitative analysis for indentifying and classifying ICT application issues related to disaster risk management, prior, during and post disaster-hit via a focus group discussion consisting of key stakeholders from the construction industry. The findings show that communication system failure, loss of data and weak coordination inter- and intra-agencies are amongst the dominant issues identified by the focus group. It is expected that the insights from this study would constitute formation of a more holistic and effective policies and guidelines to foster ICT applications in disaster risk reduction.

Keywords: Disaster Risk Management, ICT Application, Case Study, Focus Group Discussion

**1. Introduction**

Strategically located, Malaysia is blessed with 4,675 kilometers of coastline surrounding the country in which recent study has estimated as much as 60% of the Malaysian population reside near or along the coastline due to their socio-economic activities (WHO, 2007; NIDM, 2014). As the threats of natural disaster especially flood have grown in terms of intensity and frequency over the years due to climate change, the coastal population of Malaysia such as in the East Coast region are at a higher risk of being affected in so many ways. The 2014/2015 major flood event for example were considered as one of the worst hydrological disaster to ever hit Malaysia as economic losses suffered by the East Coast community was close to RM 2.9 billion, whereas RM 800 million had to be spent by the government for repairs and reconstruction of critical infrastructure such as schools, hospitals, roads and bridges (CIDB, 2016). Approximately 250,000 people were affected in Kelantan with as many as 2,374 permanent houses were completely destroyed and in need of total reconstruction (Md. Taha, 2015; Wan Yussof, 2015). Considering the significant economic losses suffered due to increasing frequency and intensity of major disaster events, it is fundamental to manage the disaster risks in such a way that negative impacts towards economic, social, environmental and infrastructure facets can be successfully reduced. Disaster risk management (DRM) has received much attention in recent years due to paradigm shift, from managing the disaster itself to managing the disaster risk instead (Yodmani, 2001) following strong advocacy from the notable institutions such as United Nations and various academic scholars.

One of the effective ways to successfully mitigate inevitable disaster risks is to utilize the potential of information and communication technology (ICT). Advancement of ICT over the years has opened up possibility of information management to become a change agent in disaster risk reduction which can have direct impact to community resilience (Subedi, 2010). ICT can play vital roles in increasing community preparedness, assisting response and recovery processes and building up capacity for prevention efforts. For example, remote sensing and geographic information system (GIS) are widely used all over the world for monitoring to provide early warnings (Wattegama, 2007) while telecommunication technologies such as mobile and wireless technologies are critical for rescue and response purposes during and post-disaster (Fajardo and Oppus, 2010; Rahman *et al.*, 2012). However, although the high potential of ICT application in reducing disaster risk were highlighted by various scholars for the past decade, employment of such system in Malaysia are believed to be moderate at best with only little success. For example, established ICT systems such as early warning systems, emergency alert to local community and standard operating procedures (SOP) such as Directive 20 designed to reduce disaster risks in Malaysia are found to be ineffective which has led to low level of stakeholder's preparedness and poor coordination of response and rescue efforts in the event of disaster. Inability of the current system to collect, disseminate and retain critical data and information has also led to ill-defined prevention measures.

Therefore, this study aims to answer the following research question: what are the underlying issues of ICT application in DRM among key stakeholder within construction industry in Kelantan? In specific, this study has two (2) main objectives which are: 1) to explore, synthesis and classify the major issues in ICT application in DRM based on a real-life scenario from the major flood event which hit Kelantan, Malaysia in 2014 from the perspective of key stakeholders within the construction industry; and 2) to develop and propose a three-dimensional (3D) conceptual model of ICT application in DRM in Malaysia with incorporation of sustainability elements. To achieve these objectives, focus group discussion (FGD) was conducted to identify the ICT application issues pertaining to DRM. Data synthesis and in-depth analysis reveal that (1) stakeholders' knowledge, awareness & preparedness; (2) accessibility & quality of information; and (3) data, database & server management are amongst the three most dominant issues identified by the focus group.

## **2. Literature Review**

Disaster risk is defined as the potential of lives, livelihoods, health status, assets and services losses which transpire communities or societies in a future period of time (UNISDR, 2009). Three main components of disaster risks are vulnerability, exposure and weather & climate events (IPCC, 2012). Dynamic interaction between these three components forms risk factors which posed threats towards the economic, social, environmental, governance and structural (i.e. critical infrastructure) wellbeing of the communities, especially marginalized and vulnerable groups. In Malaysia, flood is by far the leading type of disaster exposure where annual average losses amounted for USD 1.49 billion with average number of affected population is approximately 20,000 persons per year (CRED, 2017). Although formation of hazard-specific legislation, policy and guidelines now incorporates DRM and land-use planning to minimize flood risk exposure, development occurring in floodplains for example continues to occur as a result of contemporary land-use planning and risk management processes (Smith and Petley, 2008; Wheeler and Evans, 2009). Therefore, as disaster threats are certain, key stakeholders should direct their attention and efforts to reduce the flood risks via the implementation of risks mitigation measures to lessen the impacts.

Disaster management in Malaysia under jurisdiction of National Security Council (NSC) and parallel coordination between National Disaster Management Agency (NADMA), state and other federal government agencies generally adopt the four main phases of disaster management cycle (DMC) by FEMA (2010) as per **Figure 1**. Arrays of ICT applications in disaster risk reduction can be affiliated into the four phases of DMC (ESCAP, 2016). This cycle is universally adopted and practiced across the world population according to Altay and Green (2006) in the field of disaster management. Disaster management is a rigorous information and communication-based processes (Sagun, 2010) in which ICT plays a leading role as the key enablers for achieving effective disaster risk reduction (Wattegama, 2007). Advancement of ICTs over the years



**Figure 1:** Disaster Management Cycle in Malaysia, Adapted from FEMA (2010).

has promoted effective and efficient information management in disaster management (Subedi, 2010) especially in providing solutions in the four phases of the DMC (ESCAP, 2016). The application of ICT into DRM in Malaysia can be deemed as moderate with various systems being used throughout the nation, albeit with different level of success. For example, post-tsunami disaster in 2004, a National Tsunami Early Warning System was introduced, while communication technologies such as Fixed-Line Disaster Alert System, Government Integrated Radio Network and social media such as Facebook and Twitter are used to promote awareness and disseminate early warnings are being utilized (NIDM, 2014; CFE-DM, 2016). In addition, Flood Forecasting and Warning System are also used to send alerts via short messaging system (SMS) to government officers in-charge as well as real-time information of rainfall and river water which is published online via '*infobanjir*' webpage (Khalid and Shafiai, 2015; Shah, Mustaffa and Yusof, 2017). However, ICT applications are subject to limited usage in managing emergency situations only, while performance of communication system and capability of information system to disseminate quality information have been unreliable (Meissner *et al.*, 2002; Subedi, 2010).

### 3. Methodology

The study was conducted in Kota Bharu, Kelantan for strategical reasons and access to high level of stakeholders' participation. Kelantan has 15,105km<sup>2</sup> of land coverage and as of 2014, the population estimate for Kelantan was 1.72 million (Department of Statistics Malaysia, 2017). Due to the severity of losses and damages that the state had to endure in 2014/2015 major flood, Kelantan was chosen as the location of this study. To gauge the perception of stakeholders on the ICT application issues, focus group discussion (FGD) method was chosen for this study. FGD is favored as opposed to individual interview or questionnaire survey as it permits in-depth investigation of the research topic with active communication and participation from research participants in order to generate data (Peek and Fothergill, 2010). A total number of 300 key stakeholders from construction industry varying from local authorities, government officials, engineers, developers, local businessmen, suppliers, contractors, manufacturers, academicians, health officials as well as local community representatives were invited to join and participate in the focus group discussion held in February 2015. The stakeholders were divided into five (5) main groups in accordance to five sustainability elements which are social, infrastructure, economic, environment and governance; identified relevant for this research focus. In each of the groups, a forum discussing issues related to flood management from the sustainability perspective consisting of social, infrastructure, economic, environment and governance themes were conducted. Details of sub-themes pertaining to each main theme can be observed in **Table 1** below.

**Table 1:** Categorization of Theme and Sub-Themes of ICT Application Issues According to Sustainability Elements.

<b>Disaster Management Cycle (DMC)</b>	<b>Sustainability Elements</b>				
	<i>Social</i>	<i>Infrastructure</i>	<i>Economic</i>	<i>Environment</i>	<i>Governance</i>
Prevention Preparedness Response Recovery	Health; Housing; Education; and Marginalized Community.	Roads/ Accessibility; Potable Water; Electricity/ Energy; and Waste Management.	Industry; Local Business; Agriculture, Livestock & Fisheries; and Volunteerism.	Biodiversity; Drainage; Land Use; and Delivery of Amenities & Data.	Disaster Risk Policy; New Development; Climate Change; and Finance.

The forum for each group lasted around one to two hours. Focus group interviews were transcribed, and points were noted down by a total number of forty (40) repertoires assigned for the whole project. Transcript contents were keyed-in into Microsoft Excel, analyzed, synthesized and classified via content analysis technique with specific focus on ICT application issues. Simple statistics is then applied to represent the re-occurrences distribution of individual concept and then relative theme; the results are visually presented using graphs and charts.

#### 4. Findings

Discussion amongst the stakeholders revealed six major ICT application issues which then classified into five (5) sustainability elements: social, infrastructure, economic, environmental and governance. Findings are then presented in accordance to the four (4) phases of DMC. The six major issues in all those cycle phases are as per the following, keywords denoted in bracket ( ) are used to visually represent the major issues in the radar graphs in the following section:

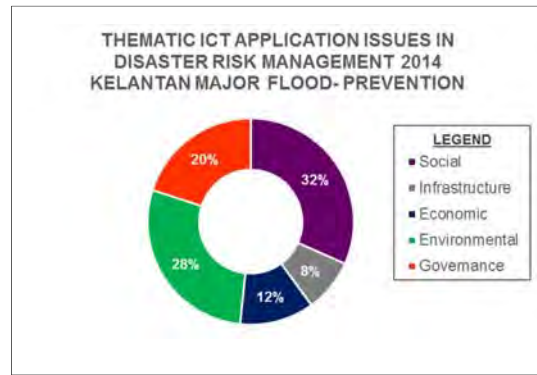
- i. Low level of knowledge, awareness and preparedness (Awareness/Preparedness);
- ii. Low accessibility and poor quality of information (Information);
- iii. Poor data, database and server management (Data/Database);
- iv. Low availability and effectiveness of early warning systems (Early Warning Systems);
- v. Communication System Failure (Communication); and
- vi. Poor Inter- and Intra-Agencies Coordination (Coordination).

##### 4.1 Prevention

Across the FGD population, in respect to Prevention phase in the disaster management cycle, awareness/preparedness-based issues were indicated as the most dominant major issue, with 30 re-occurrences quoted by the participants. This was distantly followed by issues in data/database with 15 re-occurrences. Interestingly, communication-based issues only recorded 2 re-occurrences while coordination issues were deemed as irrelevant by the participants. The rest of the distribution can be seen in **Figure 2**. In addition, as shown in **Figure 3**, from thematic based standpoint, social theme is the most dominant theme as compared to other themes with 32% re-occurrences; followed by environment (28%) and governance (20%).



**Figure 2:** ICT Application Issues in Disaster Risk Management: Prevention.

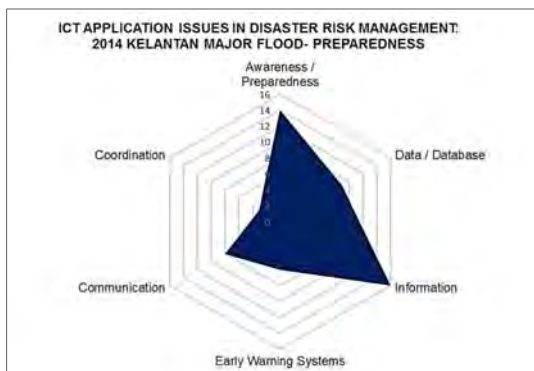


**Figure 3:** Thematic ICT Application Issues in Disaster Risk Management: Prevention.

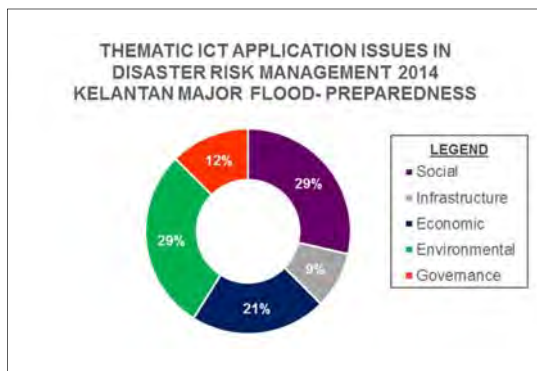
## 4.2 Preparedness

In relation to preparedness phase in the disaster management cycle, the distribution of the re-occurrences throughout the population was fairly skewed as compared to the previous cycle phase. There are three major issues reported by the participants as significant which are information-based issues with 16 re-occurrences, awareness/preparedness-based issues with 14 re-occurrences and data/database related issues were third highest with 9 re-occurrences. The rest of the distribution can be observed in **Figure 4**. Additionally, thematic analysis and grouping of the major issues from the perspective of sustainability elements can also be seen in **Figure 5** where three stand-out themes were identified with environmental and social themes shared the same amount of re-occurrences distribution with 29%, followed by economic theme with 21% re-occurrences.

## 4.3 Response



**Figure 4:** ICT Application Issues in Disaster Risk Management: Preparedness.



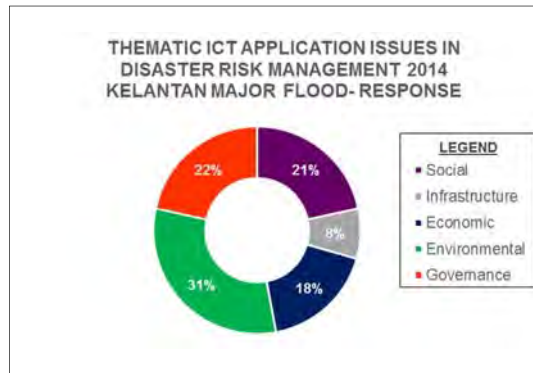
**Figure 5:** Thematic ICT Application Issues in Disaster Risk Management: Preparedness.

Moving on to the third phase of the disaster management cycle which is response, the distribution of the re-occurrences across the FGD population was more or less evenly distributed. Information related issues are ranked highest with 13 re-occurrences, while awareness/preparedness-based issues with 10 re-occurrences, closely followed by the rest of the major issues as shown in **Figure 6**. Furthermore, thematic based analysis conducted based on sustainability perspective revealed that environmental theme emerged as the highest ranked theme with 31% re-occurrences, followed by governance (22%) and social (21%) themes. This scenario is represented by **Figure 7**.





**Figure 6:** ICT Application Issues in Disaster Risk Management: Response.



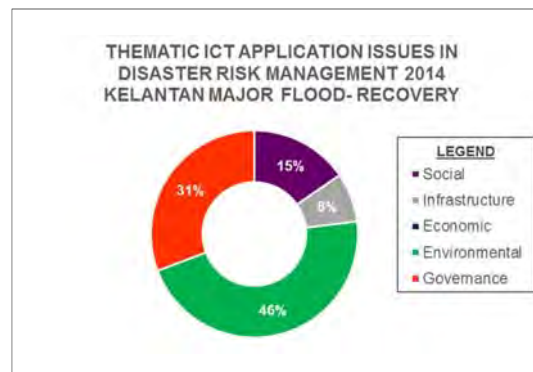
**Figure 7:** Thematic ICT Application Issues in Disaster Risk Management: Response.

#### 4.4 Recovery

Lastly, in relation to the forth phase of the disaster management cycle which is recovery, the distribution of re-occurrences were found to skew towards data/database related issues with 8 re-occurrences and awareness/preparedness-based issues with 7 re-occurrences throughout the population. The rest of the major issues distribution can be observed in **Figure 8** below. Also, it is interesting to note that total number of re-occurrences for this cycle phase are much less when compared to the previous cycle phases with only 26 counts while prevention phase had 60 counts and preparedness and prevention phases both had 56 and 51 counts. Similarly, thematic analysis and classification of major issues in accordance to sustainability phases were carried out and environmental theme emerged as the most dominant theme with 46% of the re-occurrences quoted by the participants; followed by governance theme with 31%. The rest of the distribution is shown in **Figure 9**.



**Figure 8:** ICT Application Issues in Disaster Risk Management: Recovery



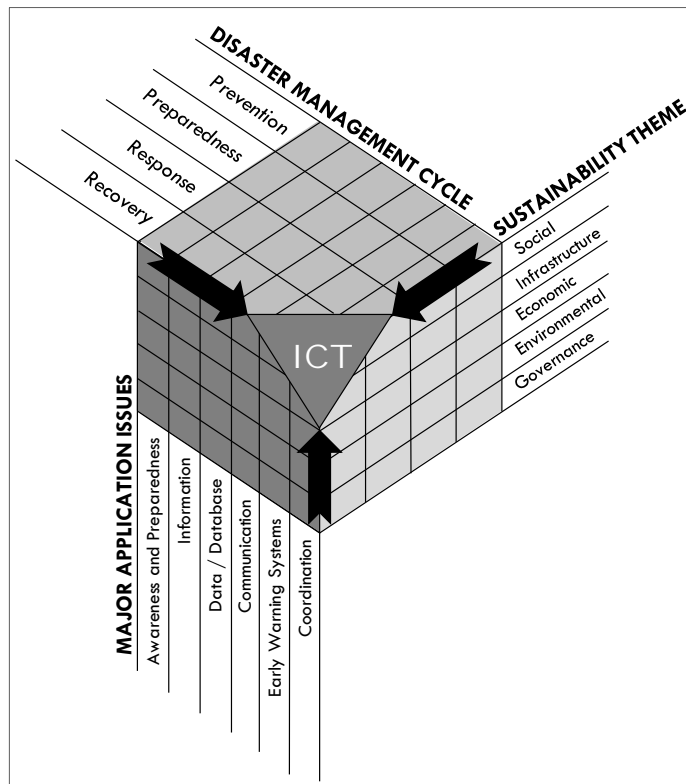
**Figure 9:** Thematic ICT Application Issues in Disaster Risk Management: Recovery.

#### 5. Discussion

This research paper was established to explore, synthesis and classify the major issues of ICT application in DRM based on a real-life scenario from the perspective of key stakeholders within the construction industry. Based on the FGD findings, the application of ICT in DRM in the case of Kelantan flood can be concluded as limited and ineffective which has led to low level of preparedness amongst the stakeholders while response and recovery efforts were also poorly coordinated. Hence, the severity of impacts in terms of physical damages to buildings and profitable assets, displacement of local communities along with mortality losses were undesirably high. Multiple application issues were reported but the most interesting finding was that communication related issues were not considered as significant as initially presumed.

Similarly, the importance of early warning systems was not highlighted as highly as initially thought. Even though the participants acknowledged the low availability and effectiveness of current early warning systems in place, re-occurrences distribution of this type of issue across the entire FGD population was considered as insignificant with only a total number of 19 re-occurrences reported; the second lowest number after coordination related issues. However, the participants did recognize the importance of information and awareness/preparedness related issues in which both are closely-linked to each other. Both issues had a combined re-occurrences distribution of 101 counts, approximately 52.33% throughout the entire FGD population. Implementation of effective and high-quality information systems will be a great help to facilitate improvement on local community's knowledge, awareness and preparedness on related disaster risk in general.

Based on the above findings, a three-dimensional (3D) conceptual model of ICT application in DRM in Malaysia with incorporation of sustainability elements was herein developed. This model can be observed in **Figure 10**. The 3D model was developed by incorporating three components which are disaster management cycle (DMC), sustainability theme and major application issues. DMC phases were represented according to the cycle itself while sustainability theme (elements) were organized to reflect the domination of each theme in respect to ICT application, in which social theme is the most dominant theme. Major ICT application issues were also organized in accordance to their relative rankings, in which awareness/preparedness related issues is the most dominant item.



## 6. Conclusion

ICT have enormous untapped potential in assisting and protecting human population and living organisms in the event of natural or man-made disasters. Unfortunately, implementation of ICT application in the field of DRM especially in Malaysia has been rather largely ineffective. Understanding of ICT application issues are highly beneficial to formulate proactive policies, strategies and measures to improve the implementation ICT in the field of DRM. Building on the research findings and existing literatures on ICT application pertaining to DRM research field, this research paper has provided the platform for identification and classification of major application issues that impeded successful implementation of ICT in reducing disaster risks. Consideration of sustainability elements has provided an added-value to the research outcome where major issues associated with the relative sustainability themes can be dealt with exclusively in accordance to theme by the decision-makers or inclusively from the sustainability standpoint to further improve the implementation processes.

The approach used in this study was designed to engage key stakeholders from the Kelantan's construction industry and promote active participation to gauge their opinions, perceptions and

suggestions from real-live experiences which was vital to the project outcomes. Findings indicated that low level of knowledge, awareness and preparedness within the local community along with low accessibility and quality of information are the two most dominant major issues when discussing ICT application in DRM research field. Subsequently, thematic analysis from the perspective of sustainability elements revealed that social theme and infrastructure are the most dominant themes. Overall, the study has developed a 3D conceptual model of ICT application issues in DRM with incorporation of sustainability elements. Further research is needed to investigate the irregularities pointed out in the discussion section. Testing and validation of the proposed 3D conceptual model can also provide a platform for future work.

## 7. Acknowledgement

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## Post 9/11 Afghan Women: A Comparative Study Of Khaled Hosseini And Atique Rahimi's Writings

Saima Anwar & Sadia Fida

University of Gujrat, Pakistan

Email of corresponding author: saima.anwar@uog.edu.pk

### Abstract:

*Afghanistan is a country that has been facing war for about 40 years. Women and children have always been the victims of this war and its spoils. In their narratives, both the novelists Khaled Hosseini and Atique Rahimi present a subjective vision of post 9/11 Afghan women and thereby attempt to awaken the world to the plight of deprived women in Afghanistan. In this qualitative research, Catherine Belsey's theory of Expressive realism has been applied on Khaled Hosseini and Atique Rahimi's works to find out the answer of the question: What was the condition of Afghan women in Pre- Taliban and Post-Taliban eras as portrayed in the selected novels of the selected writers Khaled Hosseini and Atique Rahimi ?The aim of the research is to explore whether women are oppressed in Afghan society or not, and whether the incident of 9/11 and US bombing of Afghanistan improved the miserable predicament of Afghan women or not. The research would be helpful to locate the social position of women in Afghan society under the rule of Taliban and then finally in post 9/11 Afghanistan.*

**Keywords:** Oppression, Post 9/11, Women, Pre Taliban, Post-Taliban, Culture, Religion, International Politics

**Introduction:** 21st century is the world of post-post modernism and an era of war which is popularly known as an era of terrorism. Afghanistan is considered the origin of these terrorist activities. It is a territory that has undergone a period of crisis for forty years: first the Soviet occupation and jihad, then the arrival of Taliban, and finally the incident of 9/11 and imminent defeat of Taliban. Women of this country have suffered excessively through all this time and became the victim of extreme consequences of this situation. Khaled Hosseini and Atique Rahimi are two fiction writers of the 21<sup>st</sup> century: both are Afghan by birth but one moved to America and the other to France. Both of these writers have brought the condition of women in Afghanistan to surface in pre as well as post-Taliban era peeping through socio-religious values of that country.

### Main Text:

Expressive realism is the personal and subjective approach to analyze any text. An expressive realist depicts reality but also gives his personal feelings and views. This is not objective but subjective reality. Catherine Belsey writes about expressive realism in her book *Critical Practices* that an author leaves some gaps in his sentences which a reader interprets according to his own perception of reality. So, the meaning varies from reader to reader. She talks about the plurality of meanings. This approach will be used to take a kaleidoscopic view of the texts under consideration.

Afghanistan has been the historical victim of international politics. In the 1800s, British Empire invaded Afghanistan; in 1978 Soviet Union invaded this country. In retaliation for foreign occupation, the people of Afghanistan started reacting with their weapons. This civil war was a result of foreign policies and politics. When America came to know that Russia is invading Afghanistan, she fought with Russia keeping itself behind the curtain. The so-called *mujahideen* were the US backed. They were being supplied guns, weapons and machines by America. Then the era of warlords started who made rape an integral part of the war. Taliban came in 1996 and ruled this country. In 2001, taking attacks on twin towers as a pretext America attacked Afghanistan and destroyed everything to defeat Taliban.

Afghan men are tribal people. Fighting is their passion. They like to wear weapons to show their masculinity. Fighting is a matter of prestige for them. Afghanistan has faced four decades of war leaving behind its long-lasting effects. These wars have destroyed the whole infra-structure of the country. War brings the darkest kind of fear in peoples' lives. Rahimi in his novel *The Patience Stone* has presented

these issues regarding war. The time which is portrayed in '*The Patience Stone*' is in civil war after the Taliban's defeat after 9/11 when America took control of the country. Although the novel has been written after 9/11 yet it has the enduring effects of previous extended war on it.

If a man is in jihad, every one of his family is proud of him, but it is only his wife who lives through this loneliness. Here, in *The Patience Stone*, the writer is playing with and within the mind of the woman. Rahimi has probed the impact of war on women which has resulted in their physical dissatisfaction. The nameless heroine of *The Patience Stone* says "We've been married for more than ten years, but lived together for only two or three." (Rahimi, 2010, p.58). Hosseini depicts sexual dissatisfaction in the character of Marriam in his novel *Thousand Splendid Suns*. Because of war between *mujahideen* or warlords, many women were left alone as their families had died in bombings. The character of Laila is the portrayal of such a girl. Rasheed takes advantage of it and marries her at the age of nearly 60 while Laila is only 14 years. He has again started his conjugal life but life for Marriam has ended. She feels an emptiness in herself. Both the writers have discussed this phenomenon of dissatisfaction of women and thereby given voice to the suppressed desires of women.

In 1978 when communists came, they made liberal policies for women. They tried to improve their condition. Communists increased the education and working facilities for women. "Women have always had it hard in this country, Laila, but they are freer now, under the communists, and have more rights than they've ever had before." (Hosseini, 2007, p. 144) Khaled Hosseini writes that Kabul has been a well-developed and liberal city of Afghanistan where women taught at universities, ran schools and were very much advanced. The communists provided the opportunity to women to be professionally successful in tribal areas. The government of Soviet Union was women friendly and worked for those tribal women who were living near to borders and rarely seen in streets wearing *burqa*, accompanied with men. But in Rahimi's another novel *Earth and Ashes*, a victim Dastaguir describes how, when the Soviet army arrived in Afghanistan, he saw his house reduced to rubble, his wife going mad and then killed due to the destruction, how women were buried alive, how his daughter-in-law was dishonoured and how she, while he sees her naked, disappears into the fire, and how his house had become a grave—a "grave for my wife, a grave for my son, his wife and their children." (Rahimi, 2002, p.31)

After signing the treaty in 1989 Russians left Kabul. *Mujahiden* became the warlords. These *mujahideen* were the heroes of Afghanistan. People prayed for their success. But when they came to power, they began to fight with one another for small pieces of land. Bringing in the discussion that era of Afghan history; as an instance Hosseini writes in his novel that three dead sisters were found in a house at that time with raped, humiliated and mutilated bodies. After coming into power, Taliban implemented a new of rules; they argued that their rules were according to *Sharia*. Khaled Hosseini, in *A Thousand Splendid Suns*, writes about the rules which Taliban devised for women. They were told that they were strictly supposed to remain inside their houses, if caught alone, will be beaten severely. If they were seen with nail paint on their nails, they would lose their fingers. Girls were forbidden to go to schools. Women were forbidden from working. They were to follow these rules at any cost. Hosseini, not only reflects the scenario of implementation of these rules but also the punishments given to women. There are certain events and characters in the novel that articulate the women's actual social position in the Afghan society. The most controversial among the policies of Taliban is the punishment of disobedience of women that is beating. According to Robinson Barnett, In Taliban era, the health status of the population was already at risk and the Taliban's new restrictions caused more damage to this health status. The women were banned from the public bath houses: the only places where women could wash in hot water, this resulted in a noticeable increase in scabies and infections. "The greatest risk is of uterine infection after childbirth, a major cause of maternal mortality. Young children who formerly accompanied their mothers to the bath-houses are also now at greater risk of respiratory disease." (Barnett, 1997, p. 295)

There were no medical facilities in Afghanistan during Taliban rule. When Laila gave birth to her son Zalmai she was taken to a hospital but Taliban stopped them saying they should have gone to a women's hospital. "This hospital no longer treats women." (Hosseini, 2007, p. 305) The hospital for women was *Rabia Bhalkhi* where "They had no clean water, she said, no oxygen, no medication, no electricity."

(Hosseini, 2007, p. 306) Taliban had also imposed various restrictions on doctors and nurses. A doctor said, "They want us to operate in *burqa*" (Hosseini, 2007, p. 311)

Because of poverty, Laila's daughter was taken to the orphanage. According to Taliban's rules, a woman could not walk alone in the streets. Once, when she was going alone to meet her daughter, a young Taliban stopped her and beat her as a punishment. Men like Rasheed were happy with Taliban rule, he says about them, "Meet our real masters." (Hosseini, 2007, p.329) In 2001, Twin Towers of New York were allegedly hit by Al-Qaida. Osama Bin Laden was blamed for these attacks. According to America, Taliban were involved in this attack as they supported Laden. Hosseini writes that Osama bin Laden was a "mehman" of Taliban so they announced that they will not give up on him. According to a pro-US circle, this attitude of Taliban forced America to bomb Afghanistan to kill Osama. Finally, after 9/11 America took control over Afghanistan. To justify US attack on Afghanistan Lady Laura Bush assumed another stance in her weekly presidential address on the radio that "The brutal oppression of women is the central goal of terrorists." (Khatak, 2006, p. 18) Saba Gul Khatak said that nothing could justify the bombing of Afghanistan, least of all the so called liberation of Afghan women. The removal of Taliban did not achieve this liberation of women. Warren in her criticism on Trump's policies writes, "But the concern for women's rights is usually short-lived, often only used as a tactic to initiate military action and not an end goal." (Warren, 2017) In her trailblazing article "Can the Subaltern Speak", Gayatri Spivak writes, "White men saving brown women from brown men". (Spivak, 1985, p. 93). It stands true for the women of Afghanistan. In the article, "Saving Brown Women" written in connection to Spivak's above mentioned statement, Miriam Cooke wrote, "Politics in the era of U.S. Empire disappears behind the veil of women's victimization." (Cooke, 2002, p. 469) Miriam argued that since 1996 America had heard about the mistreatment with Afghan women. Everyone knew that those women were being ruled over by the strict fundamentalists, the Taliban. But in the wake of 2001 this issue attracted the media the most. In September 11, 2001, Taliban were blamed for supporting the attacks on twin towers. Because of this accusation the Taliban's strict and harsh attitude towards women became prominent. In fact women oppression took more attention. Afghan women and three thousand people who died in 9/11 were the victims of Al-Qaida terrorists. Within the time period of two months US bombed Afghanistan to save the women from Taliban. The political motives hide behind the screen of screen of humanism.

Atique Rahimi's novel *The Patience Stone* depicts the time of post 9/11. In the end of his novel the woman, the main protagonist, has been murdered by his husband for the crime of adultery. In the novel, there are lines "Yes, my Sang-e- Saboor, those two girls are not yours!" She sits up. "And do you know why? Because you were the infertile one. Not me!" (Rahimi, 2010, p. 137) Adultery is indeed a heinous crime but the social pressure endured by the heroine was of such a higher scale that she was pushed to the corner of this lawbreaking and forgot the distinction between right and wrong. *The Patience Stone* is an illustration of the observation that foreign control brought no change in the terrible lives of women in Afghanistan. They were as insecure and oppressed in post 9/11 Afghan society as they were in pre 9/11 Afghanistan.

Nevertheless, Hosseini, in *Thousand Splendid Suns*, brings the development in Afghanistan and liberation of women in post 9/11 scenario to the surface. According to him, the infrastructure of Afghanistan had been rebuilt by Americans. Women were able to move around alone. "Are you sure you don't want me to come along?" (Hosseini, 2007, p.420) This argument between Tariq and Laila reflects a friendly atmosphere for the women of Afghanistan. The Conversation between Laila and driver is also an indication of women liberation, as there was a time when women received beatings for talking to a stranger. Women had also been allowed to wear jewellery and other ornaments. The TV was approachable. Families had started having their dinners at the restaurants. Music could be heard from the streets of Kabul. The overall situation in Afghanistan was under control. Crack down on women seemed to have vanished according to Khaled Hosseini.

Amad is saying that Hosseini's novel has the ability to capture the reader's attention and draw a connection between the readers and characters but at the same time Hosseini has been failed to fairly depict the pre-Taliban and post-Taliban situation in his novel. He also presents only the wrong side of

Muslims for the western audiences. He doesn't present other side of the coin. As in Amad's words, "Many Rasheeds and Jalil's existed and still exist in Afghanistan but there are an equivalent number of Joes and Mikes in the western societies who beat up their wives and have mistresses". (Amad, 2007)

Zama Coursen-Neff has traveled to Afghanistan in 2002 to 2003, when Taliban had been thrown out and NATO forces took control of Afghanistan. She discussed in her article "Afghan Women and Girls Still Held Hostage" the educational and job opportunities for women after the Taliban era and also under the NATO rule. She stated that,

Despite high hopes when the Taliban were driven from power, severe discrimination and sexual violence continue to plague the lives of women and girls throughout Afghanistan. Physical insecurity and de facto restrictions on freedom of movement still prevent many women and girls from going to school or to work, and from participating in the country's civic life. (Coursen, 2003, p. 08)

Leela Jacinto's article "Abandoning the Wardrobe and Reclaiming Religion in the Discourse on Afghan Women's Islamic Rights" deals with the role of religion in shaping the rights of Afghan women post 9/11. Afghanistan is an Islamic republic. Article No. 3 of the new constitution of Afghanistan which was adopted in January 2004 states "no law can be contrary to the beliefs and provisions of the sacred religion of Islam." (Jacinto, 2006, p. 11 ) Leela argued that constitution did not clearly define these beliefs and provisions. On the equality of genders, article 22 states:

Citizens of Afghanistan whether men or women have equal rights before law While this new constitution was defending the equality between men and women, Afghan women's rights activists have voiced some serious concerns over the constitution's vagueness and lack of explicit protection and promotion for women's rights. (Jacinto, 2006, p. 12)

Women in Afghanistan continue to suffer oppression and abuse even after the thirteen years of the fall of the Taliban. According to a report of "The Afghanistan Independent Human Rights Commission", it documented 2,621 cases of domestic violence, in the first eight months of 2016. Sima Joyenda, the female governor of the western Ghor province in Afghanistan, in December 2015, was asked to step down from her post as she received a number of death intimidations. (Anon., human rights watch, 2017) A research by Global Rights evaluates that almost 90 percent of Afghan women face psychological, physical or sexual violence, or are made to accept forced marriages. War-torn and trauma-stricken Afghanistan is graded as one of the most unsafe places to be born a woman in the world, according to an analysis conducted by the Thompson Reuters Foundation. Sima Samar, the chairperson of the Afghanistan Independent Human Rights Commission, said: "It's a question of power and religion, you use religion, you use culture, you use tradition, you use gender to keep the power, to keep control." (Karishma, 2015)

In an article in New York Times "*Their Identities Denied, Afghan Women Ask, 'Where Is My Name?'*" it is pointed out that women face in Afghanistan even in the second decade of the 21<sup>st</sup> century, that is their men do not like to use the names of the women who belong to them. The name them as "My Household", "Mother of Children", "My Weak One" or in far corners, "My Chicken and My Goat." A social media campaign to change this custom has been percolating in recent weeks, initiated by young women. A social media campaign has been launched in local languages with a hashtag that reports the basic issue and turns #WhereIsMyName. Rizayee said. "The body of a woman belongs to a man, and other people should not even use her body indirectly, such as looking at her. Based on this logic, the body, face and name of the woman belong to the man...This is a traditional and cultural issue; it needs a long-term cultural struggle and fight," he said. "By weakening tribal cultures, and awareness through the media, this type of thinking about woman could be changed." (nd) Ms Sohaili, the activist, said she hoped men would look inward and consider why it was taboo to write a woman's name, even in a doctor's prescription. "Is it cultural, is it religious?" she asked. "Are there any logical roots to this at all?" (Mashal, 2017)



## Conclusion:

An in-depth study of the scrape of Afghan women portrayed by Afghan writers and the critical observations of some of the analysts who got the impression of the whole scenario in Afghanistan from a distance, it can be concluded that although some intellectuals take Americans as incarnations of saviors for Afghan people generally and Afghan women particularly, yet the ground facts obliterate this understanding with examples from the real life. Women in Afghanistan are still suppressed, still objectified and still carrying on the ontological struggle. No matter who is the master: Soviet army, Mujahideen, Taliban or NATO forces, the Afghan woman has always experienced the same fate of being treated as a non-human entity. A ray of hope could be seen at the end of the tunnel only in case of a slow but durable change in the deep-rooted culture of Afghanistan.

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